

How Kelly Services Uses AI in Hiring (NYC, IL)

Kelly Services, Inc. (including its affiliates and subsidiaries) is committed to a fair, transparent hiring process. As part of our recruitment process, whether hiring directly or screening and evaluating candidates on behalf of client employers, we may use automated tools that apply artificial intelligence to assist in evaluating job applicants. Recruiters and, where applicable, client employers retain responsibility for final hiring decisions.

The AI tools we use

We use a tool called Alex, developed and provided by Apriora Inc. Alex conducts automated phone or video interviews and generates an evaluation score that recruiters use to screen and evaluate candidates, and which informs progression decisions made by Kelly or, where Kelly is acting on behalf of a client employer, by that client.

The data collected includes your interview responses (audio and video recording and written transcript), your resume or application information, and the job description for the role. We retain interview data and AI-generated outputs in accordance with Kelly Services' record retention policies.

What Alex evaluates

Alex evaluates your interview responses against the qualifications and characteristics set by the recruiter or client for the role (for example, relevant skills, depth of experience, communication clarity, and alignment with the job description). Where video interviews are used, the platform may also analyze session behavior (such as attention patterns) as an interview integrity signal. This does not affect the evaluation score.

Roles where Alex is used

Alex may be used for a range of roles, including permanent, temporary, contract, and direct-hire positions, whether Kelly is the hiring employer or is screening and evaluating candidates on behalf of a client employer.

Bias Audit (New York City)

As required by New York City Local Law 144, an independent auditor has reviewed the automated employment decision tool used by Kelly Services. Kelly Services began using this tool on 18 May 2026. The results of the most recent independent bias audit are available here: [AI Assurance Dashboard – Alex](#)

Contact

Recruitment Artificial Intelligence Notice

To request an alternative selection process, a reasonable accommodation, or further information about our data retention policy or use of AI in hiring, please contact ai@kellyservices.com.

Notice under Illinois law

Under the Illinois Human Rights Act (775 ILCS 5/2-102), it is a civil rights violation:

(L) Use of artificial intelligence.

(1) With respect to recruitment, hiring, promotion, renewal of employment, selection for training or apprenticeship, discharge, discipline, tenure, or the terms, privileges, or conditions of employment, for an employer to use artificial intelligence that has the effect of subjecting employees to discrimination on the basis of protected classes under this Article or to use zip codes as a proxy for protected classes under this Article.

(2) For an employer to fail to provide notice to an employee that the employer is using artificial intelligence for the purposes described in paragraph (1).