Ten Best Practice Ideas For Growing Your Online Classifieds Business

Nancy Misken – ImpreMedia Joe Michaud – Dow Jones Local Media

Moderator: Tony Lee – Adicio Inc.

The Panelists Agree: You Can Own Your Market

- You've spent years training local employers to think of your brand online when hiring; realtors to think of you when marketing properties; auto dealers to think of you when promoting their models
- Now leverage your brand online by offering a variety of creative packages:
 - Compete head on with the Web-only national players by offering more choices – including print – as well as comparable options with a stronger ROI
 - Compliment print with smart online packages, but you must also offer online-only
 - Unleash your sales reps to tackle the market just like your Big Brand competitors – and be ready to reward them creatively
 - Be prepared to shake things up

Idea #1: Be ready to replace the recruitment ad agencies

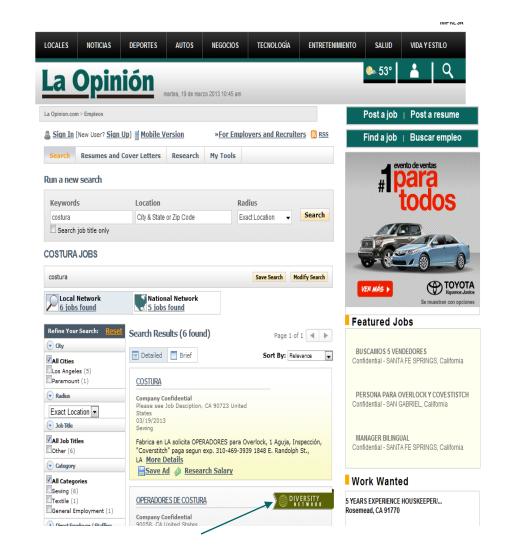
Newspapers that offer a one-stop shop with a wide range of job posting and branding opportunities gain a larger share of company recruiting budgets

2013 Source of Hire Report

		2012	2011	2010
	Referrals	24.5%	28.0%	27.5%
	Gareer Site	23.4%	9.8%	18.9%
	Job Boards	18.1%	20.1%	24.9%
	Direct Source	6.8%	9.1%	5.0%
	College	5.5%	6.6%	7.2%
	Rehires	3.3%	4.3%	2.8%
2012	3ª Party	3.1%	2.8%	2.3%
Sources of	Social Media	2.9%	3.5%	NA
External	Print	2.3%	2.2%	2.0%
Hires (~108,000)	Temp/Contract-to-hire	1.5%	2.1%	2.4%
	Career Fairs	1.2%	1.9%	1.8%
Source: CarperXroads S OH, Feb. 2013	Walk-ins	0.3%	0.8%	0.7%
	Other	7.2%	8.8%	4.6%

Offer More Recruitment Options

- ImpreMedia offers clients the ability to post into networks beyond their daily newspapers
- Most popular networks:
 - Diversity
 - Green
 - Trucking
 - Construction
 - Veterans
 - Disability and more
- New revenue exceeds \$20,000 a month



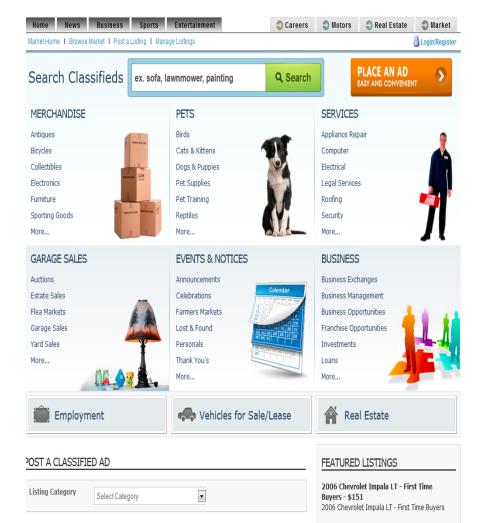
Distribution Is Key to Employers

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Idea #2: General Classifieds Are Strong Again

- Posting free and selling upsells is a proven model
- Expand categories and sub-categories to cover all interests
 - Move beyond pets and obits to fresh produce, reptiles, travel partners and more
- Leverage your local strength and client responsiveness against Craigslist, Backpage, Kijiji and others



Leverage the Competition's Flaws

craigslist		philadelphia *		nearby cl
post to classifieds	community	housing	iobs	annapolis baltimore
my account	activities lost+found	apts / housing	accounting+finance	binghamton
	artists musicians	rooms / shared	admin / office	catskills
search craigslist	childcare local news	sublets / temporary	arch / engineering	central nj cumberland val
	general politics	housing wanted	art / media / design	delaware
for sale 🔹 >	groups rideshare	housing swap	biotech / science	eastern shore
	pets volunteers	vacation rentals	business / mgmt	eastern wv
event calendar	events classes	parking / storage	customer service	frederick
SMTWTFS		office / commercial	education	fredericksburg
17 18 19 20 21 22 23	personals	real estate for sale	food / bev / hosp	harrisburg
	strictly platonic		general labor	hudson valley jersey shore
24 25 26 27 28 29 30	women seek women	for sale	government	lancaster
31 1 2 3 4 5 6	women seeking men	appliances arts+crafts	human resources	long island
7 8 9 10 11 12 13	men seeking women	antiques auto parts	internet engineers	new haven
	men seeking men	barter baby+kids	legal / paralegal	new york
	misc romance	bikes beauty+hlth	manufacturing	north jersey
help, faq, abuse, legal	casual encounters	boats cars+trucks	marketing / pr / ad	northwest ct
avoid scams & fraud	missed connections	books cds/dvd/vhs	medical / health	philadelphia reading
personal safety tips	rants and raves	business cell phones	nonprofit sector	scranton
		computer clothes+acc	real estate	south jersey
terms of use	discussion forun	IS free collectibles	retail / wholesale	southern md
system status	1099 gifts pets	furniture electronics	sales / biz dev	state college
	apple haiku philo	general farm+garden	salon / spa / fitness	washington
about craigslist	arts health politi	jewelry garage sale	security	williamsport
	atheist help psyc		skilled trade / craft	york
craigslist is hiring in sf	autos history quee		software / qa / dba	us cities
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	feedbk music trave	event skill'd trade	crew computer	
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Provide great customer service

- No. 1 complaint with Craigslist
 - "I've never gotten so many spam responses to a posting before. Your site sucks."
- -- Posted 2/14/13 on Craigslist Feedback Forum
- Use them as a prospecting tool (Cape Cod Times)

Copyright © 2013 craigslist, inc FORMAT: mobile regular

Idea #3: Adopt a Competitive Mobile Solution

 Having a mobile version of all classifieds platforms is key

- Should display all features and functionality of your desktop version
- Design for all major mobile devices
 - Smartphones, tablets and whatever comes next



Maintain your site's branding

Be sure users can log in from their social media tools

Full tracking & reporting is critical

✓ 30% of all classified database searching comes via mobile in 2013

Mobile Advertising Within Classifieds Is Hot

Mobile Ad Placement

- Additional revenue opportunity Ο
- Displays on Search Form & Ο Search Results
- Contextually targeted to user Ο search criteria

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Idea #4: Passive Job Candidates Regain Importance

- As the job market rebounds, employers face larger hurdles to fill key positions
- Newspaper sites are well-positioned to place job openings in front of readers who aren't actively searching via email, widgets & more
- Widgets are the most flexible tool that allow sites to post contextually targeted jobs anywhere

Widgets Reach Passive Candidates



Hurdles dim solar projects

Ayear ago, the Cape and Vineyard Electric Cooperative announced plans to build 50 megawatts of solar-energy projects across more than 40 locations on Cape Cod and Martha's Vinevard.

HEADLINES: Syrian rebels capture areas near Golan Heights

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More jobs

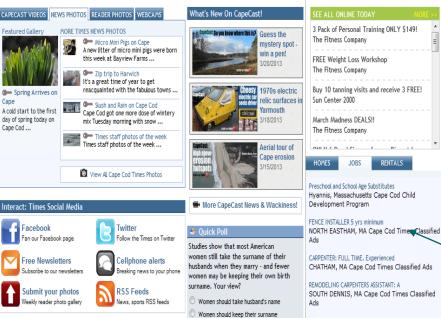
PRINT + ONLINE SUBSCRIBER ACTIVATION | REGISTER

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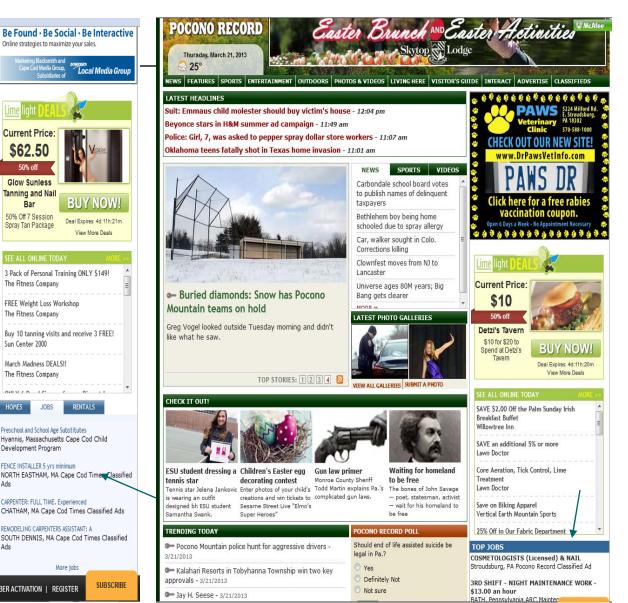
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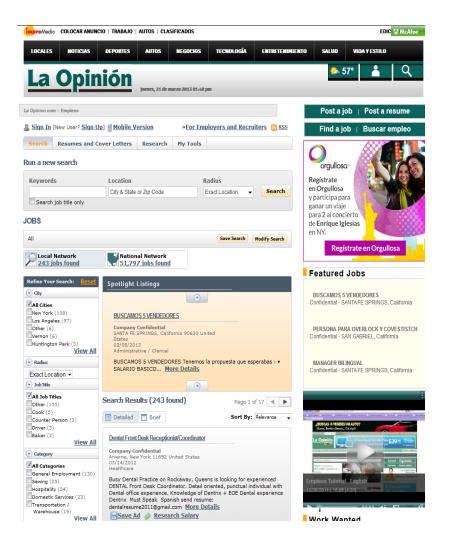


Times Subscriptions Deads 0 of 3 Premium Clicks used this month

→LOG IN

Idea #5: Tap Into the Hispanic Market

- Fastest growing audience in the U.S. – 50% of all population growth
- Hispanics comprise the largest sector of the labor market in six states, including California and Texas
- Create a Spanishlanguage version of your classified sites to source new revenue



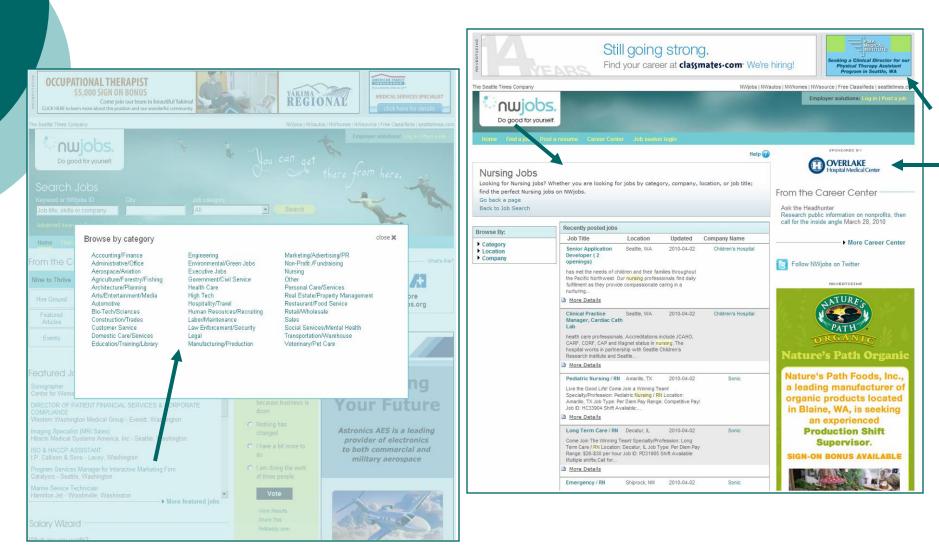
Idea #6: Encourage Browsing

Add Browse to All Search Pages

- Retain the serendipity of print
- Click-through rates often are 50% to 100%+ better
- Improves search engine optimization (SEO)
- Attracts curious yet targeted visitors
- Builds communities with targeted content
- Great spot to promote preferred employers, realtors, auto dealers
- Generates more display ad revenue through increased page views
- Create landing pages to sell (for example...)

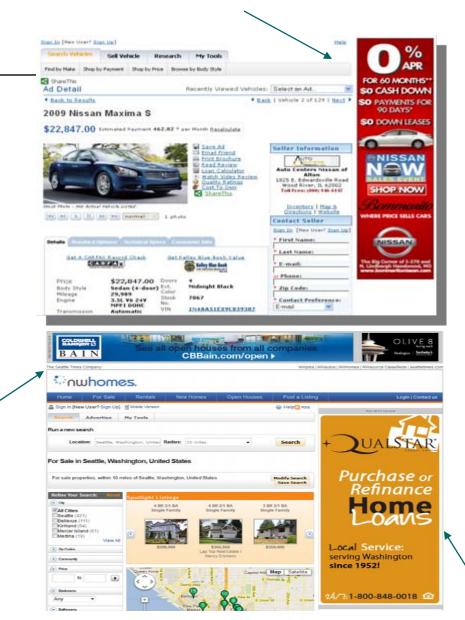
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EMPLOYERS	Accounting/Finance Administrative/Clerical Agriculture and Environment Construction Customer Service/Client Care Education/Teaching/Childeare Engineering/Oulality Financial Senvice/Insurance/Banking General Heip Heath Care/Dental/Pharmaceutical hospitality/Restaurant/FoodService Human Resources IT/Software/Internet Janitorial/Ceaning/Domestic Services Legal	Management Marutacturing/Production Marketing/Advertsing/PR MediatCreative/Design Part-Time and Besonal Real Estate Retail/Whole sale Salesi Salesi Management Salesi Sal	YOURSELF FROM DEBT SINTONIEYS FOR ANY PURPOSE DEBT CONSCIDATION 1st. 2nd and 3rd mortgages, credit lines & Loans to 90% LTV. 3el employed, mortgage or tax arres to 90% LTV. 3el employed, mortgage or tax arres to 90% LTV and antipoyed, mortgage or tax arres to 90% LTV antipoyed, mortgage or tax arres
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Sell the Browse Landing Page



Idea #7: Contextually Target Visitors

- Targeting against classifieds is hot
- Charge a much higher CPM
- Increase the lead generation quality and volume
- Directly market products & services to consumers based on their search criteria
- Rotate ads on random basis if multiple advertisers



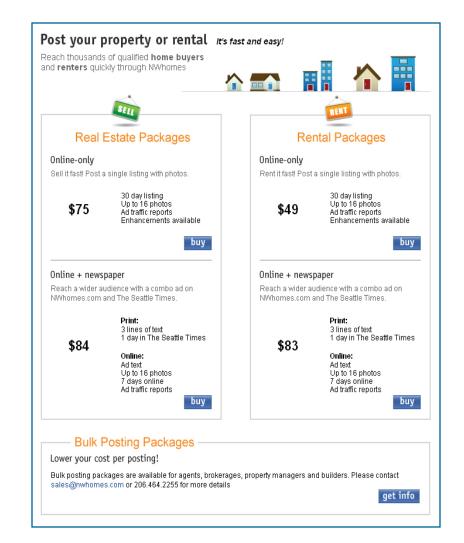
Idea #8: Incentivize Reps to Drive Sales & Retention

- Target spotlight, featured and more across all classified platforms
- Focus on a different upsell contest each month
- Rewards can vary from money to gift cards to simple recognition (best parking space, wear jeans to work, extra day off, etc.)
- Great way to introduce the sales team to each upsell product and encourage product training
- Case study (the ROI is fantastic):
 - Paper offered a \$100 gift card to every rep who exceeded \$2K in upsells each month. It had one winner the first month and nine winners by the third month (out of 12 total sales reps) = \$900 cost vs. \$18K in new revenue

Result: Great approach for motivating & retaining top sales reps while rewarding the most productive for their efforts

Idea #9: Encourage Robust Self-Service E-Commerce

- Offer online media kit integrated with e-commerce
- Support transactions by:
 - Real estate agents, brokers, FSBO sellers or administrator
 - Auto dealers, dirt lots, private party or admin
- Be creative when defining products, combos, duration and volume
- Measure all e-commerce transactions and adjust based on activity
- Use promotion codes to drive sales
 - Dollar amount or %



Idea #10: Hyper-Local Targeting

West Wind HONINGON Delible Creek

Blacksburg Apartments

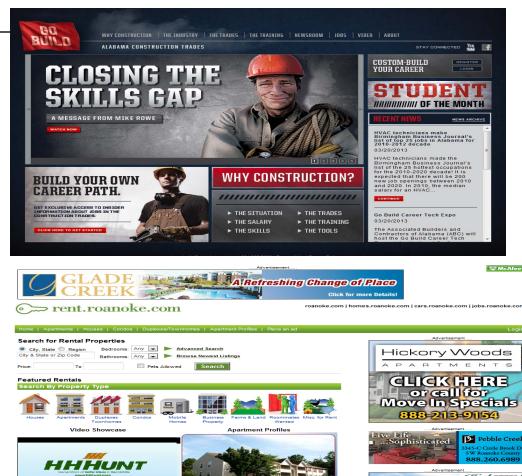
Blacksburg Houses for Rent

Christiansburg Houses for Rent

Christiansburg Apartments

- Create new markets by launching targeted niche sites
 Niche sites can reach fast-growing or underserved market segments, which allows you to target your competition before
- Great examples:
 AL.com &
 Roanoke.com

they target you



Hethwood

Roanoke Townhomes for Rent

Salem Apartments

Salem Houses for Ren

Radford Apartments

Roanoke Apartments

Radford Houses for Rent

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Questions?

