

# Talent Pipeline Management Quarterly Report **Customer Service Collaborative**

#### **Position:**

#### **Customer Service** Representative

TOTAL NUMBER OF POSITIONS AVAILABLE: 50+

**ESTIMATED HIRING NEED:** 

8/21 - 8/23

## What is our goal:

**COLLABORATIVE START DATE: JUNE 2021** 

- Build a sustainable talent pipeline to fill critical-need positions
- Upskill existing employees
- Increase retention
- Reduce onboarding costs for employers and individuals

#### Collaborative members:









## **Training entities:**

Trocaire/716 Ministries



# SEVEN ONE SIX

## **Entry-level key hiring requirements:**

- Communication skills
- Computer skills (Microsoft Office suite)
- · Organizational skills
- · Active listening

- Patience and ability to constructively respond to negative feedback
- · Time management
- Positive attitude in a team-based environment

### Timeline:

#### **2022 Quarter 1**

#### Collaborative identified an initial talent provider to move forward

 BNP working on a funding solution for training candidates

#### 2022 Quarter 2

- Collaborative participated in mock interviews with training candidates
- Graduating candidates connected with collaborative employers for placement
- · BNP working on a funding solution for training candidates