Position:

Customer Service Representative

TOTAL NUMBER OF POSITIONS AVAILABLE: 60+

ESTIMATED HIRING NEED: 8/21 – 8/23

What is our goal:

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

Collaborative members:

- National Fuel
- univera
- Independent Health
- ABC/Amega

Training entities:

- BCAT
- Trocaire College
- SEVENONEFOUR
- service COLLABORATIVE
- Community Services FOR EVERY1

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:

2023 Quarter 1

- BNP added BCAT as a training entity
- Collaborative participated in mock interviews/guest speaker day with BCAT/716 Ministries trainees

2023 Quarter 2

- BNP working with Community Services for Every1 and The Service Collaborative to build out a new Customer Service Training curriculum

COLLABORATIVE START DATE: JUNE 2021