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:

Training entities:

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 4
• BNP met with additional training entity to achieve TPM scale
• Updated collaborative on proposed plan

2023 Quarter 1
• BNP added BCAT as a training entity
• Collaborative participated in mock interviews/guest speaker day with BCAT/716 Ministries trainees

COLLABORATIVE START DATE: JUNE 2021

Talent Pipeline Management Quarterly Report
Customer Service Collaborative

BNP
Buffalo Niagara

March 2023