

Talent Pipeline Management Quarterly Report

Customer Service Collaborative

Position:

Customer Service Representative

TOTAL NUMBER OF POSITIONS AVAILABLE: **60+**

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:



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