

# 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:

#### ● 2023 Quarter 2

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

#### ★ 2023 Quarter 3

- Customer Service Collaborative met to review training curriculum proposed
- Community Services for Every1 & The Service Collaborative Customer Service Training began
- Employers directly involved in classroom engagement opportunities