

# 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



### 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 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

#### ★ 2022 Quarter 3

- BNP organized a tour with students and TPM collaborative employers
- Collaborative participated in mock interviews with training candidates for second cohort
- BNP secured BETC funding assistance for next cohort of students beginning Fall 2022