Position:
Customer Service Representative

TOTAL NUMBER OF POSITIONS AVAILABLE: 50+

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 START DATE: JUNE 2021

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