TALENT PIPELINE MANAGEMENT QUARTERLY REPORT
CUSTOMER SERVICE COLLABORATIVE

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

POSITION:

Customer Service Representative

Total Number of Positions to be Filled: 50+

COLLABORATIVE MEMBERS:

univera
National Fuel
Independent Health

TRAINING ENTITIES:

TBD

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:

2021 Quarter 2

- Assemble Collaborative for Initial Group Meeting
- One-on-One meetings with collaborative champion

2021 Quarter 3

- BNP meets with CBOs to fill needs and drafts a plan for collaborative
- Reconvene Collaborative to present findings and proposed plan