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:
• TBD – Employer Collaborative Reconvening mid-November to identify

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 3
• BNP compiled collaborative’s required curriculum
• BNP organized a group meeting with potential talent providers to share the needs of employers

2021 Quarter 4
• BNP receives RFPs from multiple talent providers; Collaborative members are currently reviewing
• Reconvening this collaborative to discuss RFPs and next steps
• Added a new member to the collaborative

November 2021
Talent Pipeline Management Quarterly Report
Customer Service Collaborative

2021 Quarter 3
2021 Quarter 4

National Fuel
univera
Independent Health
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