

# 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:

