

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



SEVEN ONE SIX

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 4



2022 Quarter 1

- 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
- Collaborative identified an initial talent provider to move forward
- BNP working on a funding solution for training candidates