

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:



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