

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:

- 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:

