

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:

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