



Thanks to prescreening and interactive job information, you have candidates with the skills and attitudes needed for call center success who have realistic expectations about the job and are motivated to apply.

All this before they enter your door!

"To do more for the world than the world does for you - that is success."

~Henry Ford

What's New

SVRC is excited to announce another working relationship with a local business – [Champion Diversified Industries](#) of Bay City. The owner, Heather Bauman, shares SVRC's values of community and excellence in service. CDI is a non-profit business that helps organizations create successful fundraising plans to achieve their fundraising goals. SVRC will help to supply CDI with job candidates for their contact center staffing needs. Also, we continue to work with [King Communications](#) of Saginaw in a similar capacity.

Our gratitude goes out to Champion Diversified Industries and King Communications for making a tangible difference in the lives of our program participants and in the community. Participation from area business is the cornerstone of our program – without your support, our program could not succeed. Your actions equal results.

We are always looking to work closer with local businesses - To extend your community involvement and work closer with SVRC, please contact [Tim Dinninger](#) at 989-399-8780 or complete the email request on our website.

Contract Services

SVRC is available to provide Contact Center solutions for your business. Small-scale overflow call volume, off-hours answering services, and outsourced training options are available to fit your individual business needs. To partner with SVRC and for more information on Contract Services, please contact [Dean Emerson](#) @ 752-6176 ext 2132.

People Spotlight

Laura Near, former SVRC Contact Center graduate, accepted a position with King Communications in late October. She is excited about the opportunity to work for a well-respected, successful business. Laura is another success story for our program, our people, and our partners!!!

December Session

On December 17th, SVRC concluded Session 7 of its contact center training program. Three students participated – two passed their exam. One earned her Certificate of Completion immediately, one of will be certified pending completion of a 30 WPM typing exam. Our other student was unable to complete the class because of personal circumstances. However, he was able to secure part-time employment before leaving the class.

Employee Recruitment

Excerpt from "[Secrets of Success in Call Center Agent Recruiting](#)"

"Centers with poor recruiting and hiring habits suffer from perpetual staff turnover..... Applicants who are funneled to your center by personal sources are consistently higher in quality than individuals recruited through im-personal sources"

Referral Process

We are now accepting referrals for the upcoming January and February 2010 sessions. Please remember to contact [Deb Snyder](#) at (989)752-6176 ext 2148 or [Dean Emerson](#) at (989)752-6176 ext 2132. Our capacity is limited to 10 participants so please act quickly!

Upcoming Schedule

- January: 5th-21st.
- February: 9th-26th.