



Contact Center Training Program Newsletter

JUNE 30, 2009

VOLUME 1, NUMBER 2

"Being on par in terms of price and quality only gets you into the game.

Service wins the game."

"Understanding that the call center is the most vital point of contact in building the customer-relationship for many companies, it is important to hire the right people, equip them with the right tools and empower them to go above and beyond to exceed customer expectations,"

What's New

On June 9th, SVRC began Session 2 of its contact center training with a new group of Participants. The class was completed on June 25th and we currently have a participant going through the interview process and others are continuing to seek employment.

Recruitment Solution

If you are seeking job applicants from our program in the area of Customer Service or in Contact Center operations, please call Tim Dinninger at (989) 399-8780. We have resumes on file for each program participant. We can help you save money and time by providing pre-screened applicants and shortening your training cycle.

Contract Services

SVRC is available to provide Contact Center solutions for your business. Overflow call volume and outsourced call hosting options are available to fit your individual business needs.

For more information on Contract Services, please contact Dean Emerson @ 752-6176 ext 2132

Referral Process

We are now accepting referrals for the upcoming July, August, and September 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

- July session: July 7th-23rd.
- August session: August 4th-20th.
- Sept session: September 8th-24th.

Older Workers and Individuals with Disabilities (excerpt):

Centers that will achieve the most staffing success are those that effectively tap two groups in particular: 1) older workers (individuals 55 and older who either can't afford to or simply don't want to retire); and 2) workers with disabilities

According to the Department of Labor's Bureau of Labor Statistics, the demand for agents will increase 25 percent from 2006 to 2016, but the number of workers age 25 through 54 is expected to rise only 2 percent over that same period.

And if you're thinking that you'll overcome the shortage by focusing your recruiting strategy on young guns, think again; the pool of workers under 25 is projected to shrink almost 7 percent over the next several years.

For full article, please click here: [The Untapped Workforce](#)