



Opportunity:

More than half of ADA-required accommodations cost employers absolutely nothing; another 30% costs less than \$500.

The payoff?

Talented, dedicated workers who aren't actively courted by other organizations and, potentially, lucrative tax breaks and training subsidies.

What's New

On July 23rd, SVRC concluded Session 3 of its contact center training with a new group of participants. All four participants passed the certification exam and are seeking employment in a customer-service related field. Currently, three participants are going through the interview process.

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. Small scale or large scale options are available

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

ICMI Report: Recruiting Frustrations

A critical aspect of staffing is sourcing — finding the right candidate “fit” in the vast pool of potential workers. If you frequent the same recruiting sources — the same ones your competitors use — eventually, you're going to “overfish” those pools or exhaust your supply of qualified candidates. Add some turnover to that mix and you've got a recipe for recruiting frustration.

Find new pools. In addition to shifting toward active recruiting and expanding your referral program, untapped labor pools such as older (aka “mature”) workers, individuals with disabilities are excellent recruiting alternatives. SVRC can help!

Training Program Snapshot

Our program consists of 3 weeks of hands-on CSR training and assistance with employment-seeking activities. SVRC uses the AVAYA IP Office platform for our contact center training facility and contract services. All workstations are equipped with AVAYA phones and headsets, Dell Opti-plex workstations, and access to the internet. We have capacity for 10 trainees per monthly session.

During the first week of class, Participants are introduced to the hardware and basic phone functions (call transfers, conference calls, etc...). In Week 2, we discuss the call handling process and use hands-on exercises for practicing each component. Also, we discuss and practice soft skills and best practices including empathizing, using the customer name, proper greeting, call closing, etc.. Week 3, we review and integrate what we've learned using mock phone calls and customer requests.

Referral Process

We are now accepting referrals for the up-coming August, September, and October 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

- August session: August 4th-20th.
- Sept. session: September 8th-24th.
- October session: October 6th-22nd.