



"If you think hiring professionals is expensive, try hiring amateurs."

Hiring:

"The nearest to perfection that most people come is when filling out an employment application"

Let SVRC take the mystery out of the hiring process

Website Launched

Be sure to visit SVRC's newly revamped website [here](#) for more Contact Center information. Some things to look for include:

- Archived Newsletters.
- Referral Applications
- Request for participant resumes
- Future Class Dates

Prospective Employers

Remember to keep SVRC in mind for your staffing needs. Many of our program participants have previous customer service experience in addition to the training they receive at SVRC. You will be getting a motivated individual that has completed three weeks of hands-on training using contact center technology. Our participants also get exposure to common best practices from the customer service industry.

To request participant resumes and additional information, please contact Tim Dinninger @ 989-399-8780 or visit our website [here](#) .

September Session

On September 25th, SVRC concluded Session 5 of its contact center training program. Six students participated and are currently seeking employment in customer-service related fields.

One student has already been offered a full-time job in Atlanta, Georgia and will be relocating at the end of October.

Contract Services

SVRC is available to provide Contact Center solutions for your business. Small-scale 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

Upcoming October Session

Please process any potential referrals as soon as possible. The next session begins October 6th. Several individuals are going through the application process and we may reach our capacity of 10 individuals very soon. Several area companies are still actively seeking employees! The time to complete the program is now.

Referral Process

We are now accepting referrals for the upcoming October, November, and December 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

- October: October 6th-22nd.
- November: November 3rd-19th.
- December: December 1st-17th.