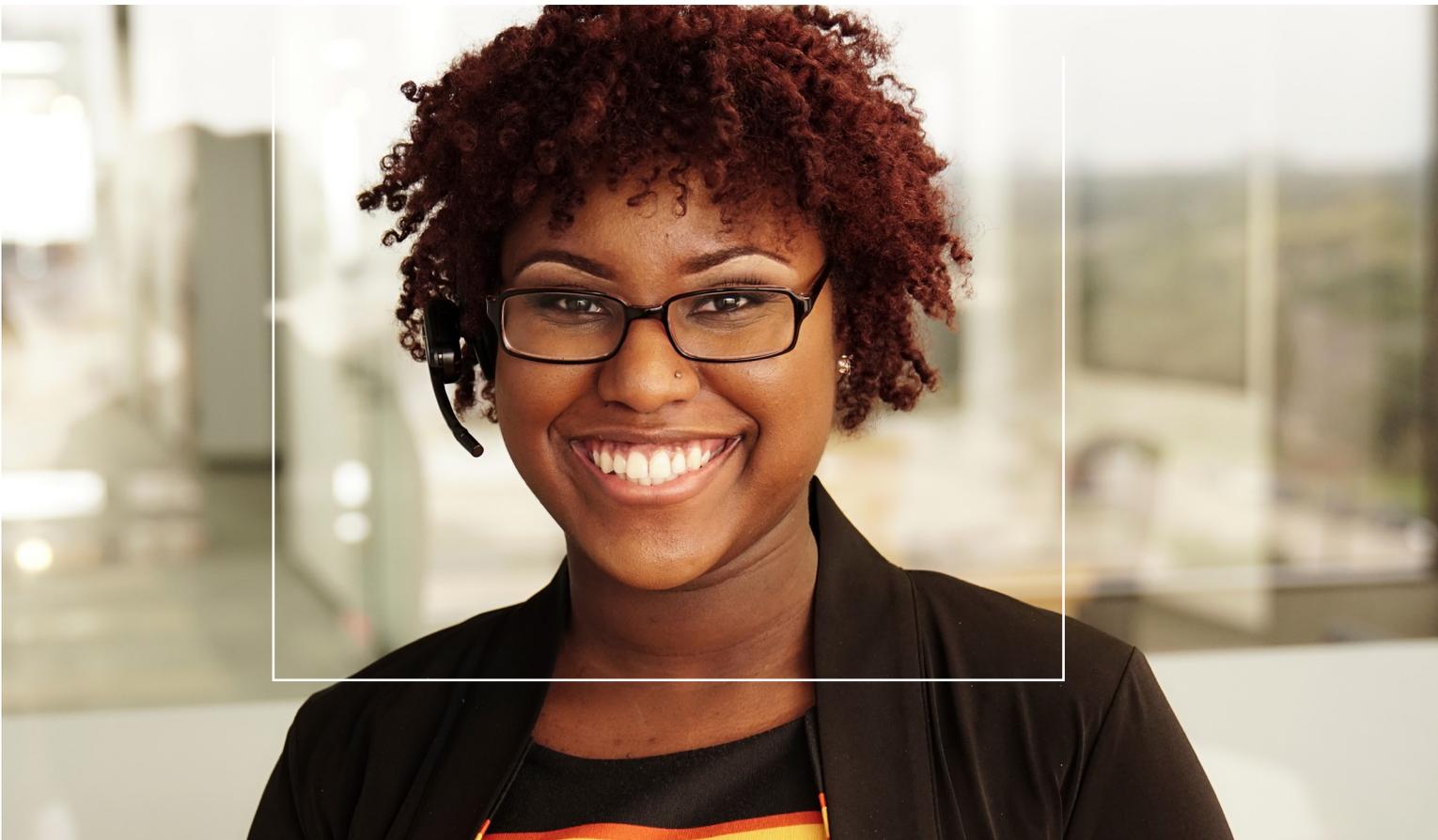


**Providing dedicated
contact center agents**

wforce.org



About WOS

Workforce Opportunity Services (WOS) is a 501(c)(3) that recruits underserved young adults and veterans for professional careers through various skill-based education and mentoring programs.

Unlike traditional hiring and placement programs, WOS provides a largely risk-free situation for our corporate partners. Based upon the needs of your corporation, we recruit and place talent as WOS employed consultants.

Hiring managers can experience our consultants on-site and hire them full time or use WOS as a managed service where consultants remain employed by WOS.

We have partnered with over 50 corporations across the U.S. that represent a wide range of industries and talent needs, including contact centers.

Our contact center program

While employing and retaining contact center agents is a challenge industry wide, our program enables corporations to get high-quality support and improved retention rates.

WOS provides our consultants with the training and support they need in order to be successful at your corporation. While they are in our program, we pay for their college tuition and provide free health care and interest-free loans. We also provide them with a dedicated Client Service Manager to ensure their progress is on track. Depending upon the needs of your corporation, our consultants can be hired away full-time or can remain employed and managed by WOS.

Ultimately, your corporation gets knowledgeable, effective contact center agents while giving underserved individuals from your community the opportunity to achieve professional, academic, and financial success.

Corporate Partner Benefits

- Improved retention rates
- Dedicated support for management
- Competitive billing rates
- On or off-site services
- Flexible employment arrangements



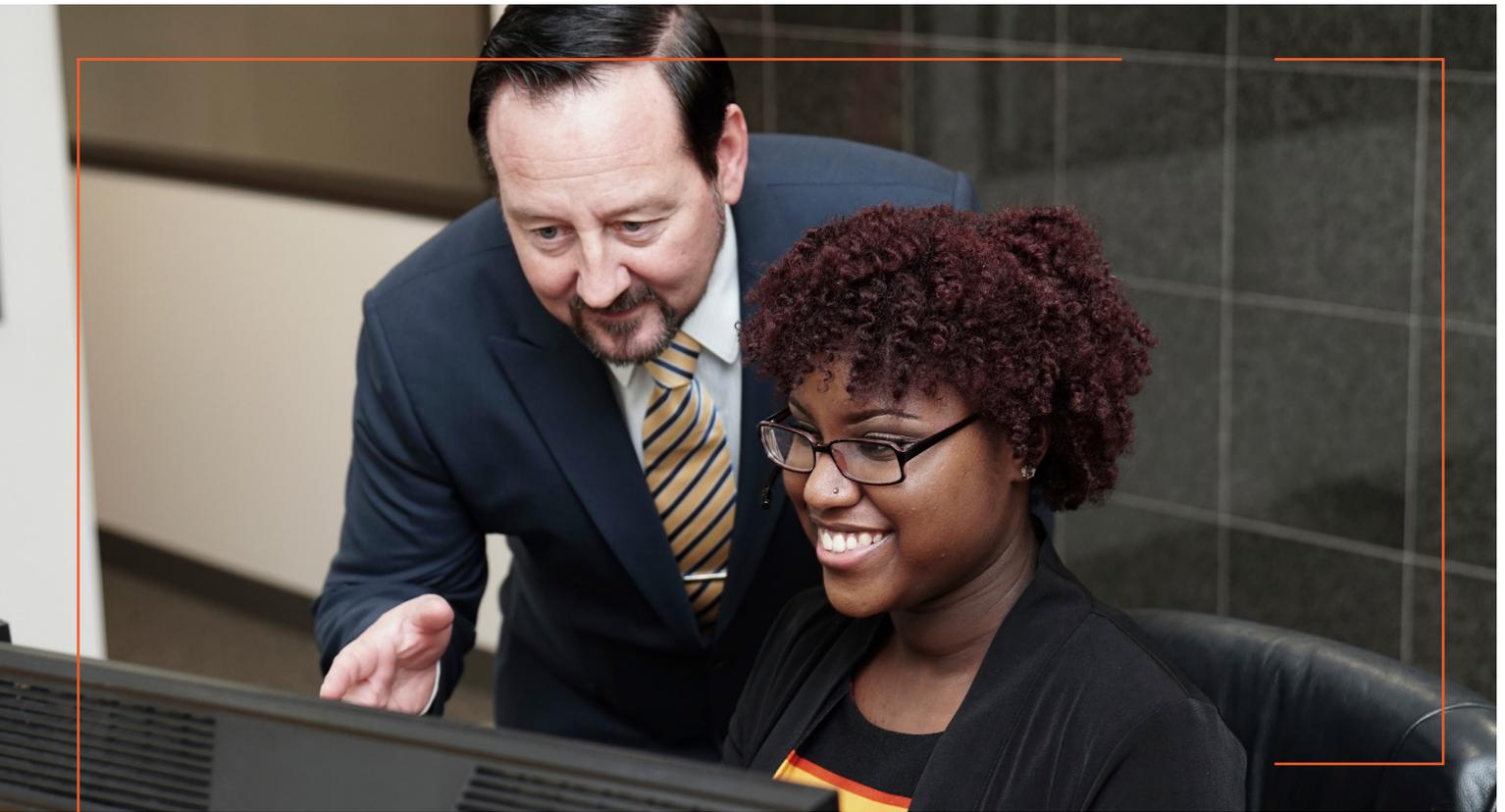
Training

Prior to working as consultants at your corporation, program candidates go through job readiness training with one of our qualified instructors. Courses are designed to help candidates develop as professionals and maximize their self-confidence and comfort level in a corporate environment.

Our instructors ensure candidates are prepared to enter the contact center workplace and teach the following types of courses:

- Effective Communication
- Critical Thinking and Decision Making
- Setting Goals/Time Management
- Business Writing
- Managing conflict
- Setting Priorities
- Employer Expectations

Candidates also complete journal assignments outside of class in order to extend their learning and development. After training has been completed, candidates go through additional vetting to ensure they are qualified for the contact center position.



Individual mentorship

In order to effectively manage the program, our Client Service Managers provide on-site support for our consultants to ensure they are successful in their contact center roles.

Client Service Managers provide consultants with the guidance, tools, and resources they need to excel. Our ratio of Client Service Managers to consultants is always low in order to ensure each consultant receives the individualized attention he or she needs to thrive.

We create a nurturing and supportive environment for our consultants that can make all the difference when it comes to their long-term success and impact at your corporation.

Are you in need of contact center agents? Get high-quality support and improved retention rates with WOS.

Contact Jeremy Brown, Regional Business Development Manager, at 310.484.9313 or jeremy.brown@wforce.org to learn more.

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