

CONTACT CENTER TRAINING PROGRAM

Orion's Contact Center Training program offers training, assessment and skill building in the customer service arena.

Participants can gain experience training as a multi-service or technical support specialist, handling inbound customer calls, or as an administrative clerk, performing administrative tasks, greeting visitors, and directing individuals to the appropriate parties.

All participants in the Contact Center Training program should expect to eventually interface directly with the public, either via the telephone or face-to-face.

Program participants work closely with Orion Contact Center staff members and Orion vocational counselors to monitor progress and address barriers to employment.

Results will help participants determine what vocational or non-vocational goals might be appropriate to pursue.

Program participants earn minimum wage.

BRIGHT FUTURES

ENTRANCE REQUIREMENTS

- at least 18 years-of-age
- able to pass pre-employment and random drug screenings
- able to pass background check--not all criminal history will disqualify an applicant from receiving services
- sufficiently stabilized to attend training

HOURS

Work schedule and hours in this program are varied and may include weekdays, weekends and/or evenings; however, typical shifts are Monday through Friday.

Discuss any scheduling accommodations with our intake counselors.

TOUR TIME

Tours are offered Tuesdays at 9:00am. Interested participants will need to complete pre-testing which includes basic customer service skills and computer literacy. This will be scheduled during the tour.

REDF

An investment that **works**.

Orion Training & Employment is a division of Orion Industries. We offer skills training and assessment in our aerospace business, contact center business, and office skills and customer service program. We support individuals to achieve their goals through our job placement and job retention services.

our mission | your success

orionworks.org

Orion: Contact Center Flyer_08_2018



Referral & program questions contact:

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