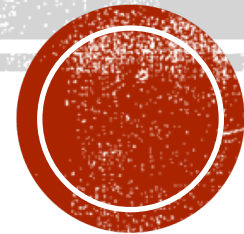


# **ATTRACTING AND DEVELOPING TALENT**

**Kansas Department of Revenue**

**Customer Account Resolution – Call Center**



# QUESTIONS TO THINK ABOUT

- How is your pool of candidates at an entry level position?
- Have you found that position descriptions are intimidating and limiting your selection pool?
- How can an applicant meet the minimum qualifications of an entry level position without having to take a job with another company first?
- How easy is it in your State to release a permanent employee if the job isn't a good fit?



# RESEARCHING LACK OF APPLICANTS

- Hiring website for permanent listed open til filled
- Lacking applications for front line call center
- Entry Level position description is too intimidating for entry level
- Interview process too lengthy



# TEMPORARY TO PERMANENT HIRING

- Referrals from friends and family
- Recruitment of individuals that you may encounter in every day experiences
- Allows individuals that do not meet a six month customer service MQ
- Individuals that may not interview well



# APPLICATION PROCESS

- Paper Application
- Tax Clearance
- Phone Interview
- Reference Check
- Background check before starting



# FUNDING

- Temporary Funding budgeted
- Staffing Company if needed
- 999 hrs on the job
- 40 hrs week – No benefits



# TRAINING

- Two weeks of classroom training – 80% or higher
- During two week training observe phone calls
- Additional four weeks phone/system skills training
- Complete a skills checklist
- Quality Assurance
- Weekly status updates and feedback
- Additional training needs
- Contacts HR if job is not a good fit



# TEMPORARY TO PERMANENT STATUS

- Two to Three months
- Working independently
- Management/Supervisor reviews progress
- Contacts HR / Permanent position is open
- Offers position





# BENEFITS

- Developing employees and allowing them to build experience
- Promotional Opportunities
- Last Year 28 Temp
- 8 promotions within Tax Ops
- 15 to permanent status within Call Center
- Only 3 left before being offered permanent status



# CURRENT STATUS

- 10 temps currently in the program
- Total of 29 Permanent positions
- Total of 12 open positions

