

Hiring quality CSRs can be tough.  
We deliver verified, job-ready candidates.  
Hire with RightSkill.

## The Hiring Challenge: Finding Job-Ready CSRs

As you know, it can be difficult to find and retain quality customer service representatives.

- There are nearly twice as many CSR job postings as there are active job seekers and on average the positions remain listed for 44 days.<sup>1</sup>
- Job seekers are often uneducated about "a day in the life" of a CSR, resulting in high turnover rates.
- The average cost to hire and train a new employee is \$4,129.<sup>2</sup>

The RightSkill Program is designed to deliver candidates who perform better, stay longer and cost less to find and train.<sup>3</sup>

## The Solution: Verified Job-Ready Candidates

With access to millions of job seekers, a deep expertise in online learning and a sophisticated approach to scalable recruiting, RightSkill delivers a new pool of job-ready candidates.

- Our experienced RightSkill recruiters scour our database of over 60 million people to identify and screen job seekers with the right foundational skills and experiences.
- Each job seeker completes *Essentials of Customer Service*, an interactive online learning experience, developed by Capella Learning Solutions in partnership with industry leaders.
- We use expert-built assessments to verify that each candidate can retain and apply their new skills.



## RightSkill Candidates Are:



### Hand Selected

We find and screen job seekers who are ready to perform at a high level.



### Enrolled

We enroll job seekers into *Essentials of Customer Service*, our expert-built learning experience.



### Verified

We assess and verify our candidates have the in-demand skills you need.



### Prepared

We help candidates understand the role so they're more likely to stay and thrive in your organization.



### Career Minded

We work with candidates to help them set career goals and prepare for long-term success.

Hiring qualified customer service representatives can be tough.  
RightSkill makes it easy.