

## Contact Centre Professional Program

Start working in a professional **Contact Centre** role in as little as 3 months!

Did you know...

- There are **1000s** of Contact Centre roles available in the GTA with top-tier employers
- NPower Canada, a non-profit organization, has developed strong partnerships with employers in large, thriving industries like financial services and telecommunications
- These leading employers need motivated, reliable employees with the right skills for customer-facing roles
- Contact Centre professionals can pursue long-term, rewarding careers in a wide range of areas including IT, Sales, Marketing, HR and Management

NPower Canada's **Contact Centre Professional** program provides:

- 7 weeks of industry-driven professional and technical skills training for **youth 18-29** at no cost
- Direct job placement support and connections to employers at leading companies such as **CIBC, RBC, Rogers, Shaw Communications and TD Bank**
- Entry-level job opportunities with starting pay between **\$14-22 per hour**
- 2 years of support once hired through career coaching, follow-up, events, mentorship and networking supports

### Contact Centre Professional Training

NPower Canada supports youth to prepare for *fast-paced, results-focused* Contact Centre roles through training in:

- Customer service skills - empathy, problem-solving, communication, active listening and analytical skills
- Inbound sales techniques and solution-focused service - problem solving with customers and coworkers
- Typing skills and introduction to ticketing systems
- Resume building, cover letters, interview skills practice, and goal setting

Our unique holistic approach includes:

- Applied, team-based, hands-on learning including workplace simulations, customer service scenarios, role-plays, and group projects
- Professional development coaching and life skills training to build a toolkit of strategies to deal with challenges
- Stress management and mind-body wellness through support from social worker, workshops and weekly physical activities
- Guest speakers, workplace tours and networking with employers

### Contact Centre Career Pathways



## Who Can Apply

Eligible young adults **must**:

- Have completed high school, or GED
- Be between 18 to 29 years of age
- Demonstrate financial need
- Be motivated to work in a Contact Centre
- Be legally able to work in Canada; have work permit
- Have strong English language proficiency (e.g. CLB Level 7-8)
- Experience barriers to pursuing post-secondary education and securing sustainable employment

## Next Class

**Contact Centre Agent** classes:

- 2017 Start dates: **April 18; June 12; Aug 14; Oct 16**
- Run Monday to Friday (9AM - 1PM) for 7 weeks
- Located downtown Toronto at the incredible [MLSE LaunchPad](#), Jarvis/Dundas

Apply now as space is limited to 30 participants per class! Visit [www.npowercanada.ca](http://www.npowercanada.ca) to complete your application

## What participants are saying...

This program has been AMAZING, exceeding my expectations. I feel like a whole new person and am much more confident in my ability to succeed.

NPower truly breaks down barriers and builds bridges in achieving success.

- Nitharsiga U.



Started with an unforeseen path and hope for the future. Ended up being one of the best decisions I made in life.

NPower taught me so much that I can take with me to succeed not just in the workforce but in my overall life.

- Jamil A.



NPower's Contact Centre Program was way beyond my expectations. It changed me a lot and brought out the best in me.

I consider NPower a place where I can always come to seek support.

- Ali A.



## Questions?

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Visit [www.npowercanada.ca](http://www.npowercanada.ca) to apply today!