

# Employer Services



For over 20 years, NTI has placed people with disabilities into home-based, call center jobs nationwide.

**Skills Training.** Only those who graduate our stringent 3-day “Remote Call Center Agent” course advance to our Applicant Pool. Our training keeps pace with skills needed in call centers today including: computer skills, typing speed, professionalism, and voice quality. Our course covers employer expectations and technical skills, while using role playing, assignments, and tests to confirm mastery.

**eMentors.** All agents are assigned an eMentor for personal training support. Agents love this, but they aren’t the only ones. Even after you hire our agents, they can ask their eMentor for on-the-job advice. This resource lessens the workload of your HR and training group.

*“Work-at-home employees are more engaged and consistently deliver high-quality service.”*

Beth Beard, VP of Work-at-Home Operations, SYKES Home  
(A client of NTI since 2004)

## A Pipeline for High-Volume Requests.

Phone and Social Media outreach to SSA beneficiaries bring us more than 1,000 registrations a month. At any time we have 500—600 qualified candidates ready to work. We meet low and high-volume requests quickly and with the right people.

**Proven Track Record.** NTI’s partners range from small businesses to some of the largest call centers in America. We don’t just fill job orders; we build relationships that last.



LEADERS IN PLACING AMERICANS  
WITH DISABILITIES IN JOBS

NTI Inc., a 501(c)(3) nonprofit  
225 Friend St. Suite 401  
Boston MA 02114  
www.NTICentral.org  
(877) 248-8912

## When You Need Talent, We:

- **Understand the Need.** A veteran Project Manager takes time to grasp just what your position requires.
- **Search.** We post your job on our Careers Site and email it to our Applicant Pool.
- **Evaluate.** Our staff phone screens each individual interested to confirm they meet your requirements.
- **Present the Best.** We forward the finalists to you. We may also give assessments or schedule additional interviews, depending on your needs.
- **Follow up.** Onboarding includes a "Pre-Flight Check" of every home office. We test the computer, headset, and software so each new hire is productive Day One.

## Customized Services Offered.

- Turnkey virtual call center (incoming calls or subset).  
[Long-term, Short-term, or Emergency time frames]
- Conduct segmented geographical outreach to match your organizational needs.
- Perform background checks/drug tests.
- Prepare and Submit WOTC forms.

Don’t see the service you need? Ask us.



## Choose the Hiring Option for You.

- Direct Hire
- Temp-to-Perm
- Shared Administrative Service (Recruiting/Training/  
Payroll/Termination/Offer Letters)

Need Something Custom? We’ll find what will work for you.

# The Best-Kept Secret In Call Center Agents

**NTI**  
@HOME

*NTI's call center agents are trained and eager **Americans with Disabilities** offering you all the benefits of remote workers.*

**Lower Turnover.** Turnover in the call center industry is between 30-45% a year, but NTI agents average yearly attrition under 10%. Our people need to work from home, meaning higher retention rates and a lower cost of hiring and training.

*The IRS measures the quality of service of NTI agents at 99%, year after year — with 8% attrition.*

**Energetic Phone Presence.** Because of their disabilities, most NTI agents prefer part-time work. They're able and willing to work when you need them. Shorter shifts make for an energetic, fresh-sounding agent. Customers will notice your operators aren't just knowledgeable—they're pleasant to talk to.



Join the firms that have cracked the code: NTI agents are good for business.

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*We sent Amazon 50 applicants,  
they hired 48.*

### **We Send the Best, Not Just Ones Nearby.**

Our people come from all fields and from all over, with relevant experience and often advanced degrees. Employers tell us their work ethic and loyalty make them a bargain. You'll discover motivated, fast-learning agents who won't leave you in the lurch.

**Scheduling & Disaster Planning.** We recruit from every time zone in America. A hurricane near a Texas call center won't affect an NTI agent in Maine who can "Virtually Commute" to the Texas location to help in a crisis. Your scheduler will love the ease of replacing local agents who can't get to work.

*AAA/VForce has renewed NTI contracts  
10 years straight.*

**Health Care Savings.** More than 90% of our agents are on Medicare or Medicaid. Part-time work means they'll keep their benefits their first year back in the workforce—one less expense for you.

### **Work Opportunity Tax Credit (WOTC).**

Workers with disabilities can mean up to \$9600 in tax savings per hire. Ask us how it works.

### **NTI's Employer Services**

- Skills training
- eMentors
- Customized options
- Pipeline for high-volume requests
- Choice of payment models

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