

Employer Services

NTI

Benefits For You

Lower turnover. While turnover for the call center industry runs between 30-45%, NTI agents on our IRS contract average yearly attrition of 8%. Our people need to work from home; they don't job hop. That means lower turnover for you.

The best candidates, not just local ones. 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.

“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)

Skills training. We screen approximately 12,000 applicants per year and train those accepted to ensure they are prepared for call center work. Employers tell us their skills, prior work experience, and loyalty make them a bargain. Our training keeps pace with your needs. Recruits are assessed for computer skills, typing speed, professionalism, and voice quality. Those who advance take an intensive “Remote Call Center Agent” course with role playing, written assignments, and tests to confirm mastery. These graduates move to our Applicant Pool.

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LEADERS IN PLACING AMERICANS
WITH DISABILITIES IN JOBS

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

Scheduling flexibility. We recruit from every time zone in America. John Hancock loves having their NTI sourced agents jump on the phones when their New Hampshire call center is hit with a blizzard.



The IRS measures
NTI agents' quality
of service at 99%
year after year.

Health care savings. More than 90% of our agents receive federally-sponsored health coverage. Most NTI agents want part-time work. This means they'll continue to receive health care coverage from the government – one less concern for you.

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

Work Opportunity Tax Credit (WOTC). A Work Opportunity Tax Credit is a tax credit based on the number of hours worked by the disabled employee. For a company hiring people with disabilities, this credit can be worth as much as **\$9,600 PER EMPLOYEE** hired.

The Best-Kept Secret In Call Center Agents

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

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eMentors

Each candidate has a personal eMentor. Even after they're hired, your new agents can ask their eMentor for on-the-job advice. This can reduce the workload of your HR and Training staff.

Pipeline for high-volume requests

Outreach to disability beneficiaries brings us more than 1000 registrations a month. At any time we have 600--800 qualified agents ready to work. We can meet your low and high-volume requests quickly, with the right people.

Energetic phone presence. Most NTI agents prefer part-time work. 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.***

When you need talent, we:

Understand the need. A veteran Project Coordinator takes time to grasp just what your position requires.

Search. We reach out to our screened and trained graduates to alert them to your opportunity.

Evaluate. Our staff interviews each interested applicant to confirm they meet your requirements.

Present the Best. We forward just the finalists. If you need assessments or more interviews scheduled, we'll do that too.

Follow-up. Onboarding can include a Pre-Flight Check of each home office. We can test computer, headset, and software so each new agent is productive Day One.

Custom Options

- Supply turnkey virtual call centers.
- Perform background checks & drug tests.
- Track payroll data & submit WOTC forms.
- Recruit in specific areas as needed.
- Don't see the service you need? Ask us.

Choose your hiring model

Direct hire. Temp-to-perm. Shared administrative service (recruiting/training/HR offer letter/payroll/termination). Or request a custom model. We'll find terms that work for you.

NTI's Employer Services

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