



VETERAN™ CONTACT CENTER



Benefits To Our Veterans

★ **Attractive Compensation and Benefits**

VCC provides a very sustainable wage to its veteran work force in positions as agents and managers.

VCC veterans receive paid vacations, sick time, company paid life insurance and other benefits.

★ **Training**

In order to have the needed skill sets to articulate client information to customers and manage other contact center agents, one must have the knowledge needed as a professional contact center representative.

VCC's training process educates the veterans in all aspects of call center management. These tools build their skills and knowledge in the areas of systems and programs, and will also enhance their people skills, critical in any career.

Veterans learn:

- Computer systems, and their integration with programs
- Empowerment strategies as managers
- Motivational techniques as managers
- Contact center team building
- Compliance training
- Contact center problem solving processes
- Rules and regulations which govern the industry

★ **Counseling and Mentoring**

VCC is working with the Erie Pennsylvania Veterans Administration Compensated Work Therapy Program to provide additional monitoring and human relations services to the VCC veteran employees.

In order to facilitate the transition to civilian life VCC encourages on-site interaction with the local Veterans Administration representative as needed, and provides a private area where meetings can take place.

★ **Satisfying and Productive Work Environment**

VCC offers pride and purpose in working and in supporting other veterans in their career growth.

VCC is a good place to work, as evidenced by our Employer of the Year awards. VCC provides camaraderie with other veterans.

★ **Enhanced Career Opportunities**

VCC provides opportunities for career growth with the company, as veterans move from agents to managers and on to larger and more complex client engagements.

The skills our veterans learn build their resumes and experience, providing flexibility and a base to explore other career options, if desired.