



≡ Employment ≡ Express

Courtesy of Senior Employment Center
A division of Mature Services, Inc.

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Persistent follow-up nets a good job

Bill Breitenbach pays a lot of peoples' bills every month in his position at Community Support Services, Inc. He, along with one other person, writes checks to pay bills for clients who need assistance in handling their finances due to personal difficulties.

Mr. Breitenbach has managed the financial office in a nursing home and worked in a 7-Eleven district office in Cleveland (each for periods of years) and was downsized. He took a part-time job at Kohl's Department store while he looked for his next position. After having a lot of responsibility he decided that he just wanted a job he could leave when he left the office.

In the process of job hunting, Bill came across an ad for the Senior Employment Center (SEC) that looked interesting and he called. He went

to an Orientation meeting, and decided to go through SEC's Job Club.

Mr. Breitenbach says "mature workers have the work ethic." and, "if employers could understand that, they'd hire us." A tip he learned in Job Club helped him get the job at Community Support Services. In his cover letter, he said he would call the next week to follow-up on his resume; then he called about once a week until he talked with someone who remembered his resume and would hire him. This is a way to show your interest in a particular company and keep your name in front of a potential employer.

When I asked him about his educational background, Bill said he only had a year and a half of accounting at The University of Akron, but that he had taken the National Accounting

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The Senior Employment Center offers:

- **Job Club**—provides up-to-date techniques for job search, resumes, and interview skills to individuals who are job ready .
- **Employer-based Training** - subsidizes employers who offer you hands-on training.
- **Customer Service/Call Center Training Program** - a three week course on the basic phone skills needed.
- **Mature Staffing Systems** - a placement agency for mature workers.



Customer Service/Call Center Students Graduate

On May 13, 2009, the Customer Service/Call Center training program graduated its first class. Nine men and women completed the training Program at the Senior Employment Center (SEC). Nicole Kieffer, Customer Care Training Coordinator, presented Certificates of Completion to the following persons: Judith Bachmann, Gwen Booker, Barbara Dempsey, Charles Hazly, Frances Hunt, Joyce Maresh, Arthur Mingo, Maryladene Pringle, and Marian Ripley (photo at right).



Ms. Kieffer with Marion Ripley

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Where Experience Meets Opportunity





Address Label for mailing

415 S. Portage Path
Akron, Ohio 44320-2332
Phone: 330-762-8666
Fax: 330-762-8644
E-mail: matureservices.org

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Exam when he finished classes, and he placed in the top ten in the nation.

In this economy, many people get discouraged about finding a job but if you have bookkeeping or accounting training and work experience, you are likely to find a position. Accounting needs exist no matter what the state of the economy, and especially when companies are looking for ways to be more efficient and cut costs.

Bill's job search tips:

Have confidence in your abilities.

Be sure you include a cover letter with your resume.

Don't forget to follow-up once you have submitted your resume. A phone call or two could get you the job you want.

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The Senior Employment Center's Customer Service/Call Center opened on February 17, 2009, in an effort to address the growing number of opportunities in this field. Two factors driving this trend are: 1) Call Centers are being touted as solutions to companies who are shifting from in-house customer service to outsourced providers in an effort to reduce costs. 2) The rapidly increasing senior population has spurred an increase in the number of services being marketed to seniors, and they are most comfortable talking to other seniors when they call for service assistance.

"It really is interesting to see how quickly the people in training adapt to the process," said Ms. Kieffer. "I think it is because most mature workers already have a strong grounding in conversational manners, and that is a big part of being successful as a customer service operator."

The training program is eight hours a week for three weeks. Trainees gain an understanding of call center equipment and operations, telephone customer service techniques and basic phone etiquette. They also cover good vs. bad customer service and how to handle difficult customers.

Want to know more?

If you might be interested in taking the Customer Service/Call Center Training course, just call our office at 330-762-8666 x177 for more information.

If you are already a participant in our one of our other programs just contact your SEC representative.

If you are a job seeker, 55 or over, who needs to upgrade your skills, the Senior Employment Center provides community-based services to assist you. Call us at: (330) 762-8666 x135 or visit us online at: www.matureservices.org



Celebrating Twenty Years

Community Support Services (CSS) is a contract agency with the Alcohol, Drug Addiction and Mental Health Services Board of Summit County. The CSS agency's principal function is to help rehabilitate former substance abusers (CSS' clients). Case workers, in consultation with clients, set up monthly budgets based on whatever income the clients have. The agency then pays the bills so that the clients can experience a more stable life. The aim is to lead the client through a series of steps that will end in he/she being willing and able to take responsibility for themselves.

Quitting substance abuse is like quitting smoking in that many people have to try more than once before they succeed. Thus, anyone involved with them has to have patience and understanding, in addition to being trustworthy because the agency has to account for how it spends the funds it receives.



The Senior Employment Center is a division of Mature services, Inc. and an equal opportunity employer and service provider.

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