



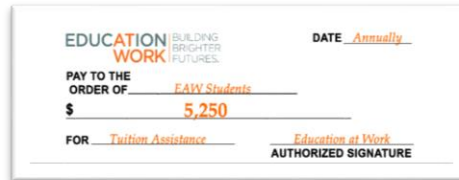
EDUCATION WORK | BUILDING BRIGHTER FUTURES.™

LOVE OUR MISSION

MISSION

We are a non-profit organization helping college students graduate with less debt by partnering with our clients to address their customer service needs through a high-achieving, collegiate workforce.

Who We Are



Fulfilling our mission depends on the success of our clients who recognize that energetic, tech-savvy college students are the key to creating strong contact center partnerships. Since 2012, we have diversified our client portfolio by

partnering with top US-based companies within retail, e-commerce, telecommunications, technology, and financial services.

Experience definitely matters. When it comes to trusting someone with your customers, you want them to be in good hands. Our core management team has over 100 years of combined contact center industry experience and previously helped build the world's largest outsourcer.

How We Operate

Our students support our clients in contact centers located on college campuses. Their energy and drive translates to better business results through stronger customer experiences.

And for their efforts, Education at Work supports our students in three ways:

1. Students earn a competitive wage while working hours scheduled around their classes.
2. Students have an opportunity to earn an additional \$5,250 in tax-free tuition assistance annually.
3. While working, students learn skills that prepare them to enter the full-time job market.

Student-Centric Model



RECRUIT

- Talented college students
- Average GPA's of 3.0+
- From traditional colleges and universities

NURTURE

- Transition to floor with trainer as coach
- Student leaders as floor support
- Scorecards comprised of client and student goals

TRAIN

- "Tuned" to college learners
- Real life scenarios practice, plus side by side floor monitoring
- Provided tools to define what success "looks like"

GRADUATE

- Ready to apply real-world communication and problem solving skills
- With additional skills in managing, training and/or marketing
- Resume and interviewing skills honed

Contact Us Today To Learn More: educationatwork.org



"I really believe in the Education at Work Program. Not only does it benefit the students, it is a great flexible resource for business and provides a pool of talented hires with direct experience."

Senior Vice President
Global Financial Services Company

CREATE A TALENT PIPELINE

Get Great Results While They Are In College...

Our business value is in helping companies create a full-time talent pipeline and differentiate their brands through great customer experiences – all while building a future talent pipeline.

Business benefits include:

- Cover peak volume periods utilizing our flexible, part-time scheduling model.
- Outperform traditional agents across key performance metrics: AHT, FCR, and sales per hour.
- Ability to offer products and services that best fit customers' needs while shortening the line waiting to be helped.
- Introduce future employees to organizational values, culture, and mission.

...And Benefit When They Graduate

- Avoid the average cost to hire a college graduate: **\$3,582**.
- Hire immediately after graduation and avoid the average fill rate of **42 days**.
- Enjoy post-one year retention rates of **90%+**.
- Hit the ground running with an employee who understands your customer, culture, and business.



WORK STUDENTS CAN SUPPORT

- CUSTOMER SERVICE
- TECHNICAL SUPPORT
- SALES
- BACK OFFICE



**Contact Us Today To Learn More:
educationatwork.org**