

# CALL CENTER & OFFICE

**Call Center & Office** is what started CSS back in **1994** and continues to be a high priority, nationally. Our consultative approach offers you best practices based on endless feedback.



## CANDIDATE RETENTION

Competitive pay is recommended to be \$15 to \$18/hour, client partnership success is supported by a positive culture with motivating & exciting perks. CSS educates our candidates on the difference between 3rd party and internal call centers.

## SELECTIVE TALENT

CSS measures attendance, punctuality and monitors performance. Candidates are available with seasonal client needs. Skills are evaluated, tested and training recommendations are available.

## SPECIALIZED RESULTS

85% of our placements started & completed satisfactorily. 78% of our placements were converted to full-time direct positions.

## NATIONAL PRESENCE

Doing business nationally, with a strong physical presence in Phoenix, AZ, Jacksonville, FL & the Greater Philadelphia Area.



Consumer Cellular



HONDA  
Financial  
Services

Independence 

## POSITIONS

Call Center Specialists  
Call Center Managers & Team Leads  
Collections  
Level-1 Help Desk Personnel  
Administrative Assistants  
Executive Assistants  
Front Desk Admins  
Office Support & Management

## PROVEN SUCCESS

