

San Jacinto College, in partnership with Etech, Inc., receives grant to train bilingual customer service specialists

The Continuing & Professional Development (CPD) Division of San Jacinto College, in partnership with Etech Inc., a privately owned corporation providing business processing outsourcing (BPO) services, has received a \$144,000 grant from the Texas Workforce Commission (TWC) to train people to work as bilingual customer service specialists.

“As an industry driven initiative, we recognize that a well trained individual is an important requirement for many companies as they try to bridge the gap between efficient automation and personalized service. Many times the first contact with a company is through a phone call and with a customer service specialist,” said Sherry Jones, Executive Director of the CPD Division. “With development assistance from training professionals at Etech, this training will be focused on English and Spanish language skills - specifically reading, writing and speaking; computer skills; customer service; and, workplace training. In addition, program participants will partake in an internship to receive on-the-job experience. After completing the training, the majority of candidates will be prepared for placement at Etech's new location in Pasadena.”

Etech's history of developing strong partnerships with institutions of higher learning in the surrounding community has proven to be a win-win situation for both parties. Matt Rocco, Chief Operating Officer at Etech, explained, “During the past ten years we have partnered with colleges and universities in order to help our employees obtain an education, and in return we have benefited by having access to an educated, dedicated and highly-effective workforce. The dollars we spend on tuition reimbursement are an investment in the future of these students, Etech and the communities where we live and work.”

The grant that was awarded to San Jac will help to make an even larger impact in Pasadena and the surrounding communities. “With the training provided to San Jacinto College through this grant, limited English speakers who may not have had the skills necessary to gain employment with Etech in the past will now have an opportunity to join our workforce and take advantage of the many wonderful benefits we offer our employees,” noted Veronica Ellison, Etech, Inc., Director of Human Resources.

San Jacinto College is currently looking for individuals to participate in the free bilingual (Spanish / English) customer service specialist training program. For more information, or to begin the qualification process, please call 281-478-3663. Prospective trainees must show proof of the right to work in the United States and be at least 18 years of age or older. The training value is estimated at \$1,800 and job placement assistance is available upon completion of the training program. Space in the program is limited.

The CPD Division of San Jacinto College offers programs and courses for individuals to retain or advance in their jobs, or make career transitions. The Division provides training to companies and their employees to meet employers' demands for a highly skilled workforce, while helping incumbent workers reach their potential. To learn more about the CPD Division, visit www.sanjac.edu.

Etech, Inc., is privately owned and has provided business process outsourcing services since 1997. A Tier One preferred provider for several Fortune 500 companies, Etech has a diverse clientele in the telecommunications, yellow page publishing, national mortgage, and credit card industries. Etech is a certified Minority-owned Business Enterprise (MBE) and a designated Corporate Plus member with 1,500+ team members in facilities in the United States and India. Maintaining high standards of quality, customer service and sales skills makes Etech the first choice in providing inbound and outbound sales and service, Internet chat, e-mail fulfillment, and business process outsourcing services. To learn more, visit www.etechnic.com.