



Urban League of
Greater Cincinnati



**ACCELERATED CALL
CENTER EDUCATION
PROGRAM**

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What is the Accelerated Call Center Education Program? *"Training the heart of the call center industry"*

The Accelerated Call Center Education (ACE) program was developed in 2004 to meet the workforce demands of over 63 call centers located throughout Greater Cincinnati. The program emerged from a project conducted by Leadership Cincinnati Class XXVIII, and has a distinctive pedigree of experts in the fields of training and development and customer service.

This four week program features customized training focused on the call center industry and utilizes the Urban League's state of the art simulated call center. Participants develop the skills necessary for meaningful and stable employment in the call center industry and are equipped with a balance of technical and soft skills including: communication, problem solving, computer and customer service skills. All of these provide graduates with the foundation necessary for a successful career in the service industry.

Each year, approximately 200 individuals are enrolled into the ACE Program. In 2012, ACE graduated 90% of its participants and 76% of graduates were placed in jobs. ACE graduates earn an average starting salary of \$10.48 per hour resulting in an economic impact of approximately \$4.4 million dollars.

In order to attend ACE you must first attend an Information Session. They are conducted at the address below:

Every Tuesday @ 5:30 p.m.
Every Wednesday @ 2:00 p.m.
Every Friday @ 9:00 a.m.

ACE Program Objectives

Enable Cincinnati businesses to access a pool of pre-trained prospective customer service employees to meet their hiring needs and increase diversity.

Empower participants to acquire the skills necessary to obtain meaningful, stable employment that provides a realistic opportunity to build a career.

Eligibility

- High school diploma or GED may be required
- No felony convictions
- No misdemeanor theft or fraud convictions
- Candidates must attend an information session held each Tuesday at 5:30 p.m., Wednesday at 2 p.m. or Friday at 8 a.m.

ACE Graduates Are a Perfect Fit for Local Businesses

- Culturally diverse
- Pre-screened
- Pre-Trained
- Familiar with the customer service environment
- Equipped with above average computer skills
- Confident and experienced

For More Information on the ACE Contact:

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