

And the Winners are...

The winners of our **wellness packages** are:

Heather Haley and **Bruce Moore** of Cobourg
and **Barb Walker** and **Carri Clark** of Port Hope

Congratulations to our winners!



Next Wellness draws: April 1, 15 & 29

Quote of the Month

"It's not the load that breaks you down, it's the way you carry it."

~ unknown

Website of the Month

World Education Services

www.wes.org/ca

The mission of World Education Services (WES) is to facilitate employment and educational opportunities for internationally educated individuals through the provision of credential evaluation services. WES has 30 years of experience in evaluating international academic credentials and providing equivalencies to North American standards. Maintaining a proprietary database containing course content information from 40,000 academic institutions in 200 countries, WES performs nearly 60,000 evaluation reports each year. In addition to employment and education, other reasons for credential evaluation include entry into regulated professions and apprenticeship training programs.

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About CERC: Your Job Search Connection

Hours

Monday: 9am – 6pm (*every third Monday of the month the Port Hope office will close at 4:00pm due to staff development, but the Cobourg office will be open until 6:00pm*)

Tuesday - Thursday: 9am – 5pm

Friday: 9am – 4pm

Email

cerc@cercnorthumberland.com

Web Site

www.cercnorthumberland.com

Locations

Port Hope: 74 Queen Street (Lake-Land Place)

Telephone: 905-885-2372 Fax: 905-885-5706

Cobourg: 1005 Elgin Street (Fleming Building)

Telephone: 905-372-9372 Fax: 905-372-5247

Bewdley: Permanently closed, please come to Port Hope or Cobourg

Colborne: Public Library (Thursdays 2-5pm)



Funding Provided by:

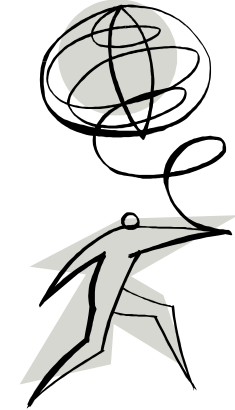


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The Community Employment Resource Centre Your Job Search Connection

April 2005



What's inside CERC?

- Port Hope CERC is now at Lake-Land Place
- NuComm – Changing the Misconceptions
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Port Hope CERC is now at Lake-Land Place

Port Hope CERC has moved to 74 Queen Street (Lake-Land Place beside Town Hall). Come and see us in our new location!



April 2005

NuComm - Changing the Misconceptions

Who is NuComm?

NuComm is a call centre that has been in Cobourg for approximately one year servicing Fortune 500 and Fortune 1000 companies dealing primarily in cable and telecommunications. Their main functions are Customer Service and Customer Support in many capacities. What they do *not* do is cold call sales!!

What is NuComm looking for?

NuComm is "looking for the right people for the job", states Tiffany Fleming, Employee Relations Coordinator of Cobourg office. Of utmost importance to the company is customer service skills followed by empathy, communication and interpersonal skills, flexibility (especially with regard to shifts) and ability to adapt to change.

Other interesting facts:

- NuComm's turnover rate of employees is very low compared to the call centre industry
- NuComm offers the opportunity for a wage increase every 3 months based on employee performance
- Companywide, 80% of NuComm's upper management team has been promoted from within. This figure increases to 100% at the local level here in Cobourg!
- NuComm offers Medical and Dental benefits
- NuComm offers continuing education – free courses are available on site

What opportunities are at NuComm?

Currently the company is looking to hire 100 full-time and 20 part-time staff due to increased service demand. The positions that are currently available are for one of NuComm's major clients, providing high-speed technical support. In addition, for the first time ever, NuComm is going to be hiring students for full-time employment during the summer with the commitment that the students will continue on a part-time basis in the

Fall. Come into CERC to find out more about applying to NuComm or call their IVR line at 1-877-751-9377 for a mini screening interview to get the ball rolling!

What message would NuComm like to share with our clients?

As Tiffany enthusiastically claims, "NuComm is a great company. It has been recognized as One Canada's 50 Best Managed companies for the past four years running (2001-2005). If a person is looking for a company to grow with, this is the company to be with as it has not stopped growing since the day it opened!"

Simply put, at NuComm you are the master of your own destiny.

What to Say When It's Your Turn to Ask Questions in an Interview

Pieces taken from an article written by Sherrie Gong Taguchi of www.WetFeet.com

Here's some great ideas about what to ask potential employers in an interview. ** Don't forget to do your homework so that you know what the company/organization is all about. In other words, you should have a clear idea about what they do, products they manufacture, clients/customers they serve, etc.

Questions you can ask at any time in the process:

- ◆ How do you define success?
- ◆ What exciting or challenging directions do you anticipate over the next few years?

Questions you can ask during preliminary interviews:

- ◆ Are there any issues or concerns about my candidacy that you have? I'd like to address them (Yes, be bold)

- ◆ What are the next steps in general? (If the interviewer has not outlined these)
- ◆ What are your deciding factors for callbacks?
- ◆ How do you measure an individual's success in your organization?

After You've Received an Offer

For Your Hiring Manager or Someone Senior

- ◆ What's your management style? How do you make decisions? Like to communicate? Lead people?
- ◆ What do you see as the group's top priorities?
- ◆ What do you see as the top three goals/objectives for my job?

Website of the Month continued ...

Many employers find it difficult to understand and interpret the vast array of credentials issued by institutions around the world, yet key human resource decisions are based on them. WES can determine the authenticity of the documents, the status of institutions that issue them, and the appropriate Canadian equivalency.

An evaluation report from WES also represents a valuable, long-term investment for an individual, and can be used throughout a person's lifetime to demonstrate academic credentials.

The WES website at www.wes.org/ca provides complete information about our services, and how a candidate can obtain a credential evaluations as well as an application form.

WES is recognized, and funded in part, by the Government of Ontario.