

OUR THANKS THIS HOLIDAY TO THOSE WHO PUT US ON THEIR 'NICE LIST'

By Laura Byrnes, APR, CPRC, Communications Manager



Typically this is the time of year when Santa Claus reaches deep into his mail pouch and pulls out letters attesting to the relative goodness of their scribes - enough goodness, at least, to get on St. Nick's "nice" list.

Sad Letters to Santa often include a litany of hoped-for gifts.

This month, I'm going to flip the script somewhat, and reach into our feedback bag to give you an idea of the gifts customers say they've already received from CareerSource Citrus Levy Marion.

Unlike Santa, who delivers just once a year, we provide year-round workforce solutions for businesses and employment and career development opportunities for candidates. And

unlike many items on those Santa Wish Lists, all our services are available at no charge.

Last year, CareerSource CLM assisted 13,200 candidates, including 905 U.S. Veterans, and worked with more than 1,000 businesses finding good, gainful employment for more than 2,500 job seekers. Traffic to our career centers and affiliate Talent Center exceeded 36,400 visits and an additional 1,747 services were provided via our two Mobile Resource Centers. More than 700 individuals obtained training through our workshops.

That doesn't include career fairs, such as last month's Paychecks for Patriots, or special hiring events.

For several years now, candidates and businesses have had the opportunity to rate us on a scale of 1-10. Rankings of 9 and 10,

of course, are where we like to live. I'm happy to say that in both candidate and business surveys, we average a net promoter (satisfaction/likely to recommend) score of 9.5. What's most important, of course, is these surveys help us identify ways we can improve our service. But an occasional pat on the back, especially at this time of year, is instructive, too.

So we'll start with this from Cynthia who sought assistance at our Citrus County career center in Lecanto: "I came in seeking help, I was stressed, upset and didn't have a clue what I was doing. The employees were very kind, helpful, knowledgeable and professional. They answered all my questions and even checking in with me to make sure I was doing okay. I'm very happy with the services I was provided."

David was a bit shell shocked trying to get back to work after 20 years of retirement

"Applying for a job today has changed so much, I would not have known where to begin. The people there were so helpful ..."

"Friendly," "knowledgeable," and helpful" were cited a number of times by others. Bradford said he was "treated with respect" as well as helped and Angela said "knowledge of the person I worked with was priceless. I learned so much from her and she was patient with me ... I was stressed out until I went to CareerSource. Just amazing."

Danielle was struck by just how much the staff "truly care whether or not you succeed ... providing all kinds of services to better (our) lives. They make you feel welcome from the time you walk in, to the time you leave."

Amber dreaded her initial appointment at the Marion County career center in Ocala, fearing she'd be "bored to tears."

"After meeting with (staff) I learned that I was wrong and that CareerSource CLM has a lot of diverse services to provide opportunities to everyone so they can be successful, productive members of society."

Breana said she came to CareerSource CLM on a cousin's recommendation and now feels "it's the best thing for my life."

Sherri had a list of superlatives for the staff at our Marion County center, including "responsive, enthusiastic, energetic, helpful ... a good teacher (who) instilled confidence."

"CareerSource is good at breaking down problems into small parts," Sherri said. "(Their) people work together and have good boundaries with customers, responsive and helpful, personable."

Patrick commented on the "professional atmosphere and friendly staff" and Daniel was impressed by the "inspiring attention to detail on the part of the staff."

Colleen said she appreciated that the counselor she worked with "did not sugarcoat anything, but made me feel very encouraged that I'll be able to find a way to work again ..."

Similar comments come from candidates who use our Levy County career center in Chiefland, including this from JoAnn: "The person who helped me is a great, knowledgeable person. She gave me suggestions that I did not know about and she is always thinking of me as a person and a job seeker. She is a people person who knows how tough it is in this world."

On the business recruitment side, Bonnie said her company is "always very satisfied with the help we receive" and Denise said the staff is "great to work with" and that she "always has wonderful success ..."

Shari said the business development coordinator she works with has been "exceptionally helpful to us in working through the process ... I will continue to work with (her) and CareerSource as our needs expand."

And finally this from Lesa, which seems an apt way to wrap things up since I've been talking about delivering a ho-ho-ho lot of services to you this holiday and throughout the year: "Friendly and very helpful; they listen to what our shop needs are, and they deliver!"

CareerSource CLM's board of directors and staff wish you and your family a very Merry Christmas and/or Happy Hanukkah and Happy New Year. Our offices will be closed Dec. 24-25 and Jan. 1, 2020.

Laura Byrnes, APR, CPRC, communications manager at CareerSource Citrus Levy Marion, is Accredited in Public Relations, a Certified Public Relations Counselor and a Florida Certified Workforce Professional. She would love to hear from you and learn what kind of information you'd like to see each month. Please contact her at (352) 291-9559, (800) 434-5627, ext. 1234 or lbyrnes@careersourceclm.com.

WE DELIVER SOLUTIONS THAT WORK

Santa isn't the only one who delivers during the holiday season. If qualified skilled talent is on your Wish List, CareerSource CLM and our affiliate Talent Center can deliver. We'll even wrap it in financial incentives saving eligible businesses on recruiting and training costs, at no charge. That's a Ho-Ho-Ho lot of good cheer!

TALENT CENTER

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