

# Employer Services

# NTI

## Benefits For You

**Lower turnover.** While turnover for the call center industry runs between 30-45%, NTI agents on our IRS contract average yearly attrition of 8%. Our people need to work from home; they don't job hop. That means lower turnover for you.

**The best candidates, not just local ones.** Our people come from all fields and from all over, with relevant experience and often advanced degrees. Employers tell us their work ethic and loyalty make them a bargain. You'll discover motivated, fast-learning agents who won't leave you in the lurch.

*“Work-at-home employees are more engaged and consistently deliver high-quality service.”*

Beth Beard, VP of Work-at-Home Operations, SYKES Home  
(A client of NTI since 2004)

**Skills training.** We screen approximately 12,000 applicants per year and train those accepted to ensure they are prepared for call center work. Employers tell us their skills, prior work experience, and loyalty make them a bargain. Our training keeps pace with your needs. Recruits are assessed for computer skills, typing speed, professionalism, and voice quality. Those who advance take an intensive “Remote Call Center Agent” course with role playing, written assignments, and tests to confirm mastery. These graduates move to our Applicant Pool.

# NTI

LEADERS IN PLACING AMERICANS  
WITH DISABILITIES IN JOBS

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**Scheduling flexibility.** We recruit from every time zone in America. John Hancock loves having their NTI sourced agents jump on the phones when their New Hampshire call center is hit with a blizzard.



The IRS measures  
NTI agents' quality  
of service at 99%  
year after year.

**Health care savings.** More than 90% of our agents receive federally-sponsored health coverage. Most NTI agents want part-time work. This means they'll continue to receive health care coverage from the government – one less concern for you.

**AAA/VForce has renewed NTI contracts  
10 years straight.**

**Work Opportunity Tax Credit (WOTC).** A Work Opportunity Tax Credit is a tax credit based on the number of hours worked by the disabled employee. For a company hiring people with disabilities, this credit can be worth as much as **\$9,600 PER EMPLOYEE** hired.