



Welcome to the February 2011 Newsletter from Contact Centre Action

Welcome

Welcome to another newsletter from Contact Centre Action.

This month we announce a new service we are offering, and a new web site.

Don't forget major CCMA events in Melbourne this week and Brisbane next week.

Contact Centre Action Are Now Offering Recruitment Services

Contact Centre Action, a leading provider of specialist consultancy services to the call and contact centre industry, [now provides recruitment services as part of their industry portfolio of offerings.](#)

Our clients tell us they want [high-quality, customer-focused recruitment services that specialise in the contact centre industry](#), so this is an obvious addition to our existing human resources consulting solutions. We have extensive, hands-on experience in the contact centre industry, and are therefore ideally placed to provide this service. Our [understanding of the contact centre industry and the needs of industry executives](#), enable us to provide a high level of customer service from a large network and ensures we find the right candidates for our clients.

Our philosophy is to work closely with our clients to ensure we thoroughly understand their requirements and provide appropriate candidates that will meet their customer service, skill and cultural requirements. Our aim is to assist our clients to increase their staff retention and reduce their overall human resources cost, and recruiting the right candidates is the first step in this process.

Contact Centre Action provides all levels of recruitment services, including permanent, temporary and contract placements on a full time or part time basis. Specialising in contact centres, Contact Centre Action are able to undertake high-volume recruitment, specialist roles, executive placements and source candidates for roles in companies operating in, or supporting the contact centre industry.

We are confident we can provide superior service at a competitive price, so give us a call next time you require quality staff.

Likewise, if you are looking for a new role in the contact centre industry, please send your CV to info@ccaction.com.au and we will add your details to our database.

New Web Site

We have updated our web site.

While not a huge change (yet), it now better represents the different offerings in our portfolio, including Consulting Services, Staff Profile Testing, Recruitment Services, Training, Cost and Revenue Analysis and Staff Retention, as well as news and information, copies of articles we have written over time and all our previous newsletters.

Soon we intend to add a page listing Hot Jobs and Hot Candidates – a valuable resource specific to the contact centre industry.

Check us out at www.ccaction.com.au.

CCMA Functions – Melbourne 18th February and Brisbane 22nd February!

Ken Tucker, Global CEO Mentor, Thought Leader, International Speaker and Senior Partner TAG Consulting will be the guest speaker at a luncheon in Melbourne on Friday 18th February, and an evening networking event in Brisbane on Tuesday 22nd February.

Ken is joining us from the USA to share his thoughts and experiences enabling you to build your influence and effectiveness in the areas of talent development, effective leadership influence, motivating and developing employees.

Bookings close soon, so don't miss out on this unique opportunity. Book now at www.ccma.asn.au/events.

Please pass this newsletter on to anyone else who may be interested.

Do you know someone who would like to be added to our mailing list? Please email their details to info@ccaaction.com.au.

Until next time....