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## Staff Spotlight: Tom Pappas, Director of Finance



Tom Pappas is the NTI Director of Finance and has been with the company since May of 2010. During his 27 year career, he has spent time in a variety of industries, including stops in the retail and food service industry as well as 18 plus years in the media industry. Tom lives on the North Shore of Boston with his wife and two children. When not working, he can usually be found coaching any number of his children's sports teams.

## Tip of the Month: Interviewing

Everyone who applies with NTI must undergo our interview process. Make sure

## VR NEWS

### National Telecommuting Institute Newsletter April 2012

Greetings from NTI! We are very happy to announce that our Employment Network (EN) status was renewed last month.

We have many exciting opportunities for your clients. Read on for more information.

### Customer Service Opportunities with Meijer

Meijer Inc., a major superstore corporation with locations in the midwest, has been a long-time partner of NTI. We are currently looking for customer service representatives to answer incoming telephone calls from customers and employees regarding: general store information, price and product availability, billing inquiries, order processing, and member benefits.

This is a part-time, year-round role with a pay rate of \$9 per hour.

### Windstream DSL Support Positions

Our latest opportunity comes from Teleperformance, a global outsourcing company that provides customer care in various industries. They have recently asked us to find a number of individuals to fill their DSL customer support positions, in which agents would answer incoming telephone calls regarding Windstream services. This is a technical job, and only candidates with superior technical skills will be considered.

The position pays \$9 per hour and requires evening and weekend shifts.

### IRS Around the Corner!

This month we will begin our annual recruiting for IRS order entry clerk positions. This is one of our largest job orders, with hundreds of openings. These are seasonal positions with pay based on each employee's county of residence.

### Alpine Access Jobs Still Available

Customer service jobs with our partner Alpine Access continue to be available. We have been sending 25 agents every two weeks to Alpine for various full-time and part-time opportunities. The job description is listed on our Careers Website.

### NTI Webinar for State VR Counselors

Would you and your colleagues like to attend our informational

that your clients know to present themselves with the utmost professionalism. They should be well-prepared to talk about their previous work history and they should eliminate any background noise during their phone interview.

webinar regarding NTI? Attend a 45-minute, live and interactive online session and learn the details of referral, application, interviewing, NTI free training, job placement, and coaching. Plenty of time is reserved to answer your questions.

Our feedback in presenting NTI in this manner has been extremely positive. NTI will host a webinar for your entire state so all VR counselors can have the opportunity to participate together.

Have your state's central point of contact email [vrinfo@nticentral.org](mailto:vrinfo@nticentral.org) for further information.

The webinar for the state of Illinois will be April 25th.

NTI, a non-profit 501(c)(3) organization, was established in 1995 to assist Americans with disabilities who strongly prefer or require home-based work.

Our headquarters are located in Boston, Massachusetts.

