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**Staff Spotlight:**

**John Bertram,**  
**LandAjob Director of**  
**Operations**



John recently started working on NTI's newest division, LandAjob.

Prior to this move, John has worked with NTI since 1997. He has watched NTI grow from a few placements a year to hundreds of placements a year. Having worn many hats here, he has interacted with consumers and counselors as a Customer Service Representative, Recruiter, Supervisor, as well as a Program Manager.

John lives in the Boston area and enjoys following the local sports teams, reading on his Nook, and hanging out with his Golden Retrievers.

## VR NEWS

National Telecommuting Institute Newsletter  
July 2012

**A Word From the COO:**

It has been an exciting year at NTI. We have developed two new advanced call center classes for our customers. These classes provide customer-specific training to better prepare our candidates for their positions. We are also in the process of developing a report card for our candidates. This report card will document the progress your clients have made in our instructor-led courses, self-paced study and in developing those oh-so critical soft-skills. The report card will be available for candidates and counselors starting in Q4.

We recently completed a beta test of our Virtual Contact Center Services. NTI can now provide a complete virtual call center for its customers. Similar to the IRS call center we run, NTI will provide the people, process and technology. Our beta test with our customer was very successful. These new services will allow NTI to provide a broader set of employment services: promotional opportunities, increased training and coaching. We are currently in negotiations with two new customers and hope to roll out call centers for them in Q3/Q4.

I hope everyone has a great summer!

Alan Hubbard

### NTI's New Divisions

NTI would like to announce the creation of two new divisions: **LandAjob** and **Staffing Connection**. Both of these divisions are Employment Networks in the Ticket-to-Work program.

**LandAjob** provides a searchable jobs database containing tens of thousands of openings with Fortune 500 companies. The database is updated daily with new positions.

**Staffing Connection** will partner with corporations who are interested in employing individuals with disabilities and would like to take advantage of **Staffing Connection's** focused outreach program. The focused outreach program will be able to identify candidates in specific geographic areas to fill positions.

These two new divisions will allow NTI to expand its ability to provide employment opportunities for individuals with disabilities.

### Tip of the Month: Typing Speed

Encourage your consumers to get their typing speed up, as all of our jobs require computer work and a substantial amount of typing. Our minimum requirement is **20 words per minute**.

If your consumer is unable to meet that requirement, they will not be placed in a job with us.

For practice, we recommend visiting:  
<http://www.typingtest.com>

### Job Updates

**Alpine Access** - Customer service jobs with our partner Alpine Access continue to be available.

**Meijer** - This major superstore corporation will be hiring customer service representatives to answer incoming telephone calls from customers.

**AAA** - This company requests a few individuals every month for their membership specialist positions, in which agents renew expired AAA memberships over the phone. Those interested must have sales or collections experience.

**Teleperformance** - Recruiting for the DSL support position has come to a close. However, this company may likely request more agents in the future. Preferred qualifications include technical support experience, technical certifications (such as A+), and call center experience.

**IRS** - We have concluded recruiting order entry clerks for the next tax season.

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.

