

CLEVELAND SIGHT CENTER'S CALL CENTER



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Did you know that Cleveland Sight Center has a Call Center? Our Marketing Manager, Megan Sigler, sat down with Jassen Tawil, Director of Business Development and Customer Success to learn more.

How would you describe the Call Center to someone reading this blog?

The Call Center is a social enterprise at Cleveland Sight Center that provides excellent customer service business and is an accessible workplace – especially from a technology perspective. Nearly all staff are either visually impaired or have a work-limiting disability. Each staff member brings their own unique talents and empathy to help each customer's unique need.

What is the purpose of the Call Center?

The main purpose of the Call Center is to provide jobs for the blind and visually impaired community, to be a great place to work and to provide excellent customer service.

How did the idea for the Call Center come to be?

The Call Center was created to be a pathway for employment. 70% of the blind and visually impaired community are unemployed because they have a hard time finding work.

How would you describe the Call Center staff in one word?

Empowering. All of our success is due to our workers using their skills to do a job better than anyone else. They truly take pride in their work because they are empowered to their best.

How did COVID impact the Call Center and its employees?

Prior to COVID, half of our employees were remote workers. Once COVID happened, all staff members pivoted to remote work. The staff were extremely flexible, rose to the challenge, and were able to make the transition in 3 weeks. That is an incredibly quick turnaround time considering all of the assistive technology that needed moved and set up. The staff's persistence and dedication made this successful transition happen.

What has been the Call Center's biggest accomplishment in the past year?

I would say that the biggest accomplishment is that we did really well despite all of the changes. We took on more work with two new contracts and did not compromise our customer satisfaction.

What is the most rewarding part of working for the Call Center?

The most rewarding part of working for the Call Center is being able to create jobs for people with disabilities. It is so humbling to watch them flourish in their careers and experience accomplishments. For a lot of our staff, this job has become their life-long career so the Call Center really becomes a large part of their lives.

Learn more online:

<https://www.clevelandsightcenter.org/programs-services/call-center-services>