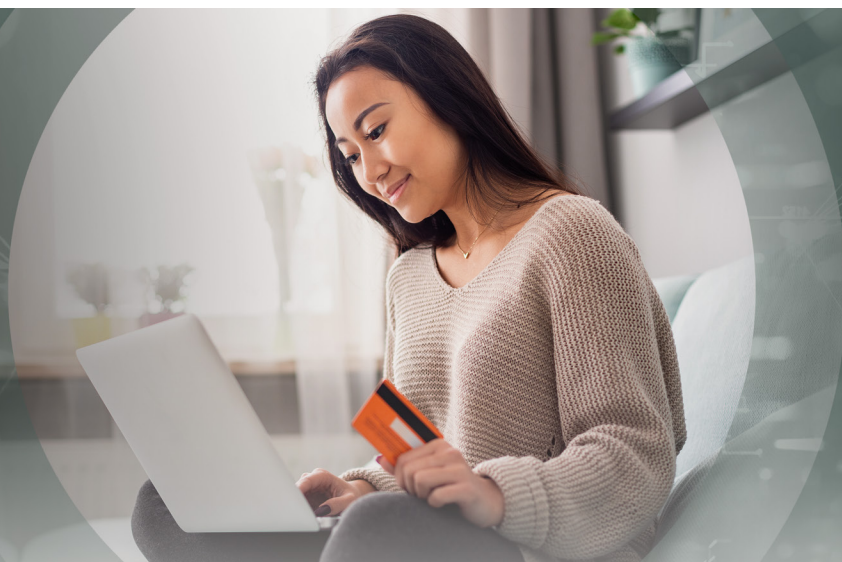


Staffing Support For Peaks and Seasons



The Challenge

A national retail client was in need of a US-based workforce who could assist in e-commerce support during peak hours throughout the day in addition to supporting high seasonal needs.



Learn more at educationatwork.org or contact:

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The Solution

Coverage During Peak Hours of the Day

Education at Work's collegiate workforce aligned perfectly to meet the peak volume of the retail client. Students were able to supplement the client's full-time workforce through part-time shifts that maximized EAW's student scheduling potential.

Supporting Seasonal Need

An EAW student workforce have the unique ability to meet the growing need of the client's busy season. During the summer (May - August) and winter (December - January), students have the ability to work full-time.

Top-Notch Customer Service

EAW provided an unmatched customer experience. EAW's student workforce immersed themselves into the client culture, resulting in a CSAT score of 97%, exceeding the client's expectations.

"Our partnership with Education at Work provides us with customer service representatives who understand both our brand and our customers."

- President of Credit & Customer Services for National Retail Client

Partnership Progression

EAW provided this client with exceptional ecommerce support, creating a seamless customer experience as brand advocates.

The client and EAW built a trusted relationship which ultimately expanded to support a high-end boutique service, with the workforce supporting the client's bridal center.