



A BERGEN COUNTY WORKFORCE INVESTMENT BOARD **success story**

“The most beneficial part of working with the One-Stop was that it was easier and more effective than trying to hire veterans through the Federal System.”

*--Howard Seares
President
TFC Associates*

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Collection Agency Hires a Veteran and Salutes Public Workforce System

Twenty-First Century Associates (TFC Associates) is a collection agency in Hackensack, New Jersey, that specializes in upholding creditors’ rights. The company provides the time, resources, and systems to assert their clients’ positions professionally, thus serving as an advocate and forceful proponent in the collection of past-due receivables.

CHALLENGE

TFC Associates was having a difficult time finding veterans to hire for open positions, even though the company gives veterans priority when hiring. Its President, Howard Seares, believes that skills acquired in the military translate into effective, interested, and motivated employees who have the focus and determination not often found in rival agencies.

SOLUTION

At the suggestion of New Jersey’s Lieutenant Governor, Kim Guadagno, Seares called the Bergen WIB Executive Director for assistance. She lined him up with the Bergen County Veteran Representative at the One-Stop Career Center who immediately went to work identifying and screening possible candidates, whom he then referred to Seares—all at no cost to the employer.

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ABOUT OUR BUSINESS SERVICES

The Bergen County Workforce Investment Board (Bergen WIB) is dedicated to supporting workforce and economic development by connecting Bergen County, New Jersey, residents to jobs and ensuring that employers have the skilled workers they need to grow, compete, and prosper. In cooperation with the Bergen WIB, the Business Resource Center (BRC) at the One-Stop Career Center reaches out to local businesses to assist with their human resource needs. Employers use the BRC to recruit and screen prospective employees and to find out about new business development, loan programs, and labor laws. Job placement is available through the Employment Services Division of the New Jersey Department of Labor and Workforce Development (LWD) on an individual basis for job matching, job development, and referrals to employers. Recruitment events are held to give job seekers access to employers eager to hire qualified workers.

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RESULTS

Position Filled: A qualified veteran was successfully placed into employment through the professional efforts of the local Veterans Representative at the One-Stop Career Center. “Working with the Bergen WIB and the One-Stop was a great experience,” said Seares,” and I will contact them again when another opening becomes available.”

Pre-Screening: Veteran candidates came pre-screened, saving the employer the time and effort of finding and interviewing veterans to see if they had the skills required for the collections job.

Lack of Frustration: According to Seares, “The most beneficial part of working with the One-Stop was that it was easy and effective and stands in complete distinction, as opposed to the frustration and travail of trying to hire veterans through the Federal System.”

No Recruitment Costs: The public workforce system provided professional recruitment services and delivered a qualified veteran candidate—without any charge to the employer.