

Press Release



FOR IMMEDIATE RELEASE

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CareerSource Tampa Bay launches new Virtual Assistant SMS Text System

~Virtual Assistant will allow easy access to information on our services~

TAMPA, FL – CareerSource Tampa Bay (CSTB) is launching the CSTB Virtual Assistant SMS text system to allow easy access to information on our available services. The SMS text system can be used by anyone with access to text messaging and active phone service.

“This is a great way to improve our customer service experience for the customer,” said Jody Toner, CSTB’s Chief Policy & Performance Officer. “We’re trying to make it as easy as possible for our customer to get the information they need to use our services.”

Customers can text **“INFO” to (813)-412-8647** for access to customized content on all our services and departments.

“I’ve challenged our team to make as many programs virtual as possible,” said CSTB’s CEO John Flanagan. “We’ve improved our Call Center, added more information to our website and even provided more virtual training programs. Coronavirus has sped up our timetable to provide more virtual services. Now, people are expecting virtual services and we’re moving fast to meet that need.”

First-time registrants will have the following information collected:

- First Name
- Last Name
- Email Address

The data collected will be associated to the phone number in the SMS System. Once registered, users can choose from a customized menu system to access information on our services via text message. The Virtual Assistant presents service menus listing general information for our different departments and operations.

Virtual Assistant Directory Items include:

- Hours of Operation
- Contact Center
- RA Assistance
- Pin and Password Resets

- Career Seekers
- Business Services
- COVID-19 Toolkit
- Summer Job Connection
- Assistance Programs
- WIOA Youth
- WIOA Adult/Dislocated Worker
- Ticket to Work
- Veterans Services
- Closing Information

The goal for the launch of the Virtual assistant SMS Text is to provide another avenue of information exchange to our customers and the community.

About CareerSource Tampa Bay

CareerSource Tampa Bay programs and initiatives are fully supported by the U.S. Departments of Labor, Health and Human Services, and Agriculture as part of awards totaling \$19,293,411.

CareerSource Tampa Bay works with businesses and candidates to leverage their training, retraining, and competitive opportunities in the workforce. CareerSource Tampa Bay provided 240,269 services to 36,960 active Wagner-Peyser individuals during program year 2018-2019. CareerSource Tampa Bay, with our five career centers is the single largest source of job candidates in the region from entry-level to executive-level candidates.

Businesses can access CareerSource's wide range of services that include recruiting, training for new and existing employees, targeted hiring events, and retention support strategies. All resources and services are provided at no cost to both businesses and job candidates. Programs funded through CareerSource Tampa Bay are equal opportunity programs with auxiliary aids and services available upon request to individuals with disabilities. Persons using TTY/TTD equipment use Florida Relay Service 711. A proud partner of the American Job Center network to learn more, visit www.careersourcetampabay.com.

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