

Q – Does this job offer flexible work hours?

A- Many departments offer flexible work hours after completing an initial period of pre-set office hours. While some departments have flexible schedules, managers review schedule changes to ensure business needs are met. You will want to discuss this with your hiring manager during the interview process.

Q – Will I be able to telework (work from home via PC and phone)?

A – In some departments, there is potential for telework opportunities after your first year of service. This is not guaranteed for anyone. These requests are reviewed and approved case-to-case, based on performance and specific business needs.

Q – If I accept an evening shift position, will I be able to move to day shift after I start?

A – It is our expectation that employees will work the shift that they are hired for. Sometimes we can consider shift changes, if day shift positions become available.

Q – Will I be able to reduce my full-time status to part-time?

A – Due to the distribution of work and heavy call volume, it is not likely that we will be able to accommodate this type of request.

Q - Will I be required to work hours or days outside of the shift I was hired for?

A - At times, business needs may require you to work hours beyond your normal work schedule to include some evenings or weekends.

Q – Can you describe the work environment?

A – You will be in a cubicle setting with other staff members. You will have a PC, phone, and head-set and will be in seated position for the majority of your shift.

Q - How much time will I actually spend on the phone in a given day?

A – This is a telephonic position and the majority of the day is spent on the phone. Although this may vary somewhat, you can expect to spend at least 80% of the day on the phone.

Q – How will I be granted time-off?

A – Employees are awarded a set number of PTO (Paid Time Off) days. PTO is earned each month and can be used for vacation, dependant care, sick days, etc. Most PTO time is pre-planned, and most departments require one to two days notice to pre-approve PTO time.

Q – How much previous computer knowledge will be necessary for this job?

A - Although you will receive training for our specific systems, some prior computer experience is necessary. You will use your computer most of the day and will need the ability to navigate through several applications while on the phone.

Q – How will my performance be measured?

A - Since you will work in a production environment, your performance will be measured in several areas, e.g. collaboration, quality of your work and your ability to complete a certain number of cases or calls during a given time. Your manager will explain the specific metrics for your position and will discuss these with you on an on-going basis.