



## HDIS – Customer Care Representative Fact Sheet

At HDIS, we see ourselves as an extended business family. And therefore, we believe in the following:

- Treating each other with respect – from top to bottom and throughout the organization
- Providing an opportunity for success
- Rewarding hard work, true concern for the company and the get the job done right attitude
- Hiring people that don't need to be "supervised", but rather people who can manage themselves
- High standards of quality – we never just do "good enough"
- That every job and every person is important to our success
- Setting high expectations for performance

HDIS is looking for career minded individuals who are interested in building a relationship with our customers and assisting them through an embarrassing and uncomfortable time in their lives.

The position that you are applying for is the Customer Care Representative position. In this position you will be responsible for inbound and outbound customer calls. Our representatives handle a variety of calls including providing product information, placing orders and answering shipping and/or billing questions – any inquiry or need that our customers may have. Our Customer Care Representatives take ownership of any call, regardless of the nature of the call through resolution. Putting others' needs first is our expectation.

Our representatives have a set work schedule. When a representative begins their employment, he/she will work the following schedule:

### **Orientation – 1<sup>st</sup> Day**

9:00am – 4:00pm

### **Training Schedule (approx. first 4 weeks)**

8:30am – 4:00pm

### **Work Schedule after Training**

9:30am – 6:00pm Monday - Thursday

8:30am – 5:00pm Friday

10:30am – 7:00pm One Shift (set schedule)

8:30am – 2:00pm Saturday (set schedule)

You may be asked to work a different shift depending on the needs of the business. Overtime may be needed. Outstanding attendance including being ready to take/make calls at the beginning and throughout a shift is expected. Any schedule conflicts must be communicated during the interview process.

You will receive an hourly rate plus incentive pay for your work at HDIS. You are eligible to receive the incentive pay based on meeting/exceeding performance goals set by the Customer Care Department.

HDIS is always looking for great members to join our family. Our company is growing at a rapid pace and provides outstanding benefits, work environment and opportunity for those who share the same compassion and caring for our customers as we do. All that is missing is you!