

## ***A Day in the Life of a Customer Service Specialist***

- **Mission & Leadership Expectations:** Welcome to the Contact Center, our Customer Service Specialists support the Contact Center Vision and Mission Statement:
- **Our Mission:** “Driving a great customer experience through great people”, You will also be held accountable to the Corporate Leadership Expectations:
- **Delivers Results:** Sets high goals for personal accomplishment and contribution to team/area goals; monitors progress and works diligently to meet/exceed goals.
- **Develops Self:** Displays strong capacity and thirst for learning and developing broad business and leadership skills; openness to diverse ideas/experiences and has keen self-awareness re: strengths and areas of development.
- **Makes Effective Decisions:** Evaluates options by thinking both critically and holistically when considering relevant information and potential implications to both the team and company; chooses an effective option.
- **Strong Business Acumen:** Displays strong understanding of own department and good general understanding of overall business objectives, evolving customer needs and technological solutions; applies continuous improvement practices to enhance business processes and results.
- **Strong Teamwork:** Actively works collaboratively to help move the team toward the completion of team and business goals.
- **Values Driven:** Interacts with others, internally and externally, in a way that gives them confidence in one’s intentions and those of the organization; operates with highest integrity/ethics.

### **Environment**

- As a Customer Service Specialist, you will have the opportunity to assist a great number of customers who are at one of the most vulnerable points in their lives which can be very rewarding. Customer Service specialist must possess the ability to multi-task and navigate between numerous applications in a timely manner while answering customer questions accurately. A person who thrives in a fast paced environment where each day can bring a different challenge will find great rewards in this position. To assist in this process, each employee is provided with dual monitors, which enable them to access and view multiple applications quickly. In addition to outstanding customer service skills, employees must be able to maintain organization of their tools and have attention to detail when documenting an interaction. Additionally, each employee is provided with an ergonomic work station that will ensure their safety and assist them in being efficient. The Customer Service role is fast-paced and changes frequently due to continuous improvement efforts and our commitment to delivering the absolute best customer service experience. To support employee well being, a scheduled unpaid lunch and two scheduled paid breaks are provided per shift for all full time employees. However, breaks and lunches may be altered on

specific days due to business needs. Respect for our customers and passion for the important work we do are crucial elements of our culture.

## **Training**

- We will give you the tools and training you need to provide excellent service to our customers. The length of training varies depending on the role you will perform. The trainer will establish the start and end times for each class, but classes are typically during the day between 8 a.m. and 5:00 p.m. The initial training includes a combination of classroom and/or computer-based training (CBT) and peer mentoring. The dynamic nature of our business requires us to train in a virtual environment. Once you complete formal training, you begin working with the full support of mentors and management as you apply your new knowledge.
- Once training is successfully completed, the trainee is integrated into a team within the Contact Center where they are expected to work independently with the aid of a support network which includes designated mentors, Service Consultants and your manager.

## **Performance Standards & Scheduling**

- Your performance will be measured utilizing a variety of reports and statistics such as Adherence to schedule, Average Handle Time (AHT) call efficiency, and Quality of the customer's experience. Forecasting future workload is a critical component of how we determine employee schedules so minimizing unplanned events is crucial. As a result, breaks, lunch, start time, end time and days off are scheduled in advance for each specialist and these schedules must be adhered to as closely as possible in order for us to meet our goals and customer expectations.
- Our Contact Center is open from 8 a.m. to 8 p.m. Monday – Friday. All new full-time specialists will be assigned to a shift that ends at 8:00pm. A specialist will be moved to a different shift based on performance, business need and the seniority of others in the department. In practice, it may take 18-24 months to move to an earlier shift.

## **Contact Center Career Path**

- A well-defined career path exists for the Contact Center and reflects a commitment to recognizing performance progression. Colonial Life enthusiastically supports personal and professional development which is demonstrated by the expectation that all employees complete an Annual Developmental Plan.

### **Job Levels**

- Customer Service Specialist I
- Customer Service Specialist II
- Senior Specialist (Colonial Life Campus only)
- Service Consultants
- Trainers
- Business Analysts
- Managers

## **Career Opportunities**

- We offer opportunities for advancement within The Contact Center and throughout the corporate environment after the specialist has met an 18 month time in job commitment. Advancement will be based on an individual's performance and available positions.
- There are a variety of business areas that require various skill levels and expertise. Employees are encouraged to collaborate with their manager during developmental planning time to determine next steps.

### **Continuous Education**

- Continuous education is encouraged and supported through a variety of avenues such as, online self study modules, as well as, access to insurance designations. We also offer a tuition reimbursement program for those employees who have been an employee for a minimum of one year that meet the qualifications of the program.

### **Recognition**

- Our company, as well as the Contact Center itself has several recognition programs to include but not limited to the Spotlight Program, which is an employee recognition and incentive plan developed for the purpose of promoting and rewarding superior employee performance. In addition the company offers a prestigious four day ASPIRE Employee Recognition Conference to the highest achievers across the company at Walt Disney Worlds Yacht and Beach Club resort. Attendees receive V.I.P. treatment to include, dynamic training and scrumptious dining, with a lot of fun and surprises along the way.

**At Unum, we're in the business of helping people through difficult times in their lives. Our financial protection benefits provide individuals and their families with the financial security they need to better cope with the loss of a loved one or the inability to work due to illness or injury. We offer a full array of benefits solutions – including education, enrollment services and valuable claim support – to meet the needs of both employers and their workers. And our award-winning absence management and vocational rehabilitation services help ease the disruption to both businesses and employers by enabling them to return to full capacity as soon as they are able.**

**Colonial Life, a member of the Fortune 500 Unum family of businesses and market leader in benefit solutions, specializes in personal insurance products offered to employees at the worksite. At Colonial Life, we know that each individual's lifestyle and needs are different from the next person's. Our personal insurance products offer a broad range of benefit options for employers and employees, and many can help combat the rising costs of health care. At Colonial Life, we boast a great resource of individuals, both in the field and at the home office, who come together to guarantee our continued success in the voluntary insurance industry.**