



Contact Center Part-Time Schedules

Unum is consistently ranked as one of the best places to work. We look forward to the possibility of having you join the Unum team as a part-time employee in the Contact Center. Our part-time flexible workforce is a key part of our goal to provide outstanding service to all our customers.

You will work and average of 24 hours per week in the Contact Center and have your choice of two schedule patterns:

- Two 6-hour days (Monday and Tuesday) plus three 4-hour days (Wednesday-Friday), or
- Four 6-hour days (Day off cannot be Monday)

Employees would then select their choice of shifts from these three options:

Shifts	Earliest Start Time	Latest Start Time	Earliest End Time	Latest End Time	Hours of Availability
Part-time Morning	8:00	10:00	12:00	4:00	8:00-4:00
Part-time Mid-Shift	10:00	12:00	2:00	6:00	10:00-6:00
Part-Time Afternoon	12:00	2:00	4:00	8:00	12:00-8:00

Flexibility is the key – the start times may vary from day-to-day and week-to-week within the designated timeframes (e.g., 8:00-10:00 am)

Permanent schedules are not available for part-time employees.

Weekly schedules are released one month in advance for convenience and personal planning. Part-time agents may request occasional single-day schedule adjustments for personal appointments, or may trade a daily schedule with another part-time agent for their work/life balance needs.

A sample schedule – As an example, a part-time agent who selects the 2x6+3x4 Morning shift, on any given week could have the following schedule:

- Monday
8:00-2:00
- Tuesday
8:30-2:30
- Wednesday
9:30-1:30
- Thursday
10:00-2:00
- Friday
8:30-12:30

