



The 411

Customer Benefit Advisor Overview

WHAT DOES THE JOB PAY?

The starting salary is set at \$41,600 (paid hourly) and we do account for geographic differentials in cost of living.

As you progress in the Customer Benefit Advisor role, there is a slight increase in pay and you may qualify for quarterly bonuses.

WHAT ARE THE CAREER OPPORTUNITIES AVAILABLE AT YOUR COMPANY?

Unum offers 2 promotional levels within the Customer Benefit Advisor role. What's even more exciting is that this role serves as a pipeline to the rest of our business which allows you the opportunity to apply to other positions within Unum after 18 months.

Job Title	Key Milestone for Promotion
Customer Benefit Advisor I	Joining Unum/Colonial Life
Customer Benefit Advisor II	12 months' time in job plus exceeding key metrics for three consecutive months

WHERE IS THE LOCATION?

Here's how it works, at this time, due to COVID-19, all training will start remote (unless you request to be in office). Once we return to normal operations all hybrid employees will be expected to work in the office a minimum 2 days a week. For remote workers, you will be full time remote from training and beyond.

ARE THERE EXPECTATIONS FOR MY WORKSPACE?

In your home office, you will need the following:

- Separate and quiet dedicated workspace
- Desk and a chair
- Access to Home Internet Router that needs to be close in proximity to home office to allow ethernet connection.
- Reliable internet connection with consistent quality (that means a minimum speed of 25MB download and 5MB upload. DSL is not an approved connection type.)



CAN YOU TELL ME ABOUT TRAINING?

Training classes can be between 4-9 weeks in length. Training hours are typically **8:00am – 4:30pm EST** Monday through Friday. Training is interactive and includes a combination of hands-on activities and trainer led discussions.

Training Requirements – Employment is contingent upon meeting the following requirements:

- Regular attendance during training.
- Ability to service calls independently.
- Be engaged and attentive during training.
- Ability to navigate systems and apply learnings.

WHAT DOES TRAINING LOOK LIKE?

You'll be bringing solid computer skills and a knack for customer service to the table. In return, we'll train you on Unum's products and how to take care of our customers.

You'll work in a team environment with typically 15-25 coworkers and managers during your training and beyond. We use Microsoft Teams, during training, so you'll be on video with your team all day – it's just like being in the office—almost!

IS THERE SUPPORT AFTER TRAINING?

Based on skill, there is a designed support program to support success after training. During this phase, you will be scheduled to work the hours of **9:00am – 5:30pm EST**, Monday through Friday. This ensures that you will have mentors on sight to support you!

You will work with a mentor who will provide you with feedback and assist you with your questions. There will also be weekly debrief sessions to discuss what you learned that week.

WHAT ARE THE HOURS?

The Contact Center is open Monday through Friday from **8:00am – 8:00pm EST**. Weekends and major holidays off!

When your training period is completed: we take calls from our customers from 8:00am -8:05pm EST, Monday through Friday. That means our shifts are built within that timeframe and we ask that you're available to work any shift during those times. Shift lengths and times vary, with most CBA's working 9 hours on Monday, and 7 hours and 45 minutes Tuesday through Friday.

The schedules change quarterly (every 3 months) and are based on your individual performance in several key areas. Good performance and regular attendance are rewarded!

ARE THERE ATTENDANCE EXPECTATIONS?

Because you're learning so much in your first few weeks, we need to make sure you don't have anything scheduled that would interfere with training. We ask that you wait to take any PTO until after you've been with us for at least 90 days.

WHAT IS A TYPICAL DAY LIKE?

You'll be busy! After training you'll be ready to answer approximately 60-80 calls per day. Most calls will have you navigating our systems to assist our customers with benefits information and their claim process. But don't worry – even after training you'll have all the support you'll need by having access to a dedicated support team.

WHAT BENEFITS DO YOU OFFER?



Medical, dental, vision, and 401K benefits that are available on your first day of employment with NO waiting period!



Monday through Friday with no shifts past 8:05PM EST.



Nearly 4 weeks of paid time off (PTO) per year plus 9 company paid holidays!



Onsite fitness and dining facilities plus work perks including discounts on entertainment, travel, and technology.



Tuition Reimbursement & Student Debt Relief program.



Volunteer opportunities, employee resource groups, and an award-winning inclusive work culture.

WHAT ELSE CAN YOU TELL ME ABOUT THE JOB?

Learn more about our in-office position here: [Click here to view our video](#)

Learn more about our remote position here: [Click here to view our video](#)