



Alight, an organization built by people, for people. Join us.

The work we do

18

service centers around the globe

7,000

customer care colleagues with an average tenure of 3.5 years

1,400

clients

19+

million employees and their families

20

million interactions per year

96%

first-call resolution

500,000+

survivors supported

Learn more

For more information, please visit: <https://careers.alight.com>

The Customer Care organization makes a positive impact on the lives of our clients' employees, managers and retirees.

Alight operates a premier customer care contact center. We are looking for ambitious, talented, motivated individuals. We work in a team-focused environment where you can achieve career goals, not just collect a paycheck.

The mission of our customer care teams exemplifies the need for human understanding. These teams are a critical component of Alight's health care, retirement and HR-delivery services.

Every day, our customer care representatives are on the front-line of care, advocating for people—ensuring the customer understands his or her health benefits, helping to navigate the annual enrollment process, qualifying a retirement plan withdrawal, or resolving payroll or other HR-related issues.

At Alight, every person matters. It's so important to us, we made it one of our core company values.

From company leaders to our newest colleagues, every employee plays a vital role. Our customer care representatives demonstrate the Alight values across the thousands of interactions they handle every day, taking care of people and their families.

Want to join our team? Be ready to work, have fun and make a difference in peoples' lives.

These are the qualities we look for in a great applicant.

- Team player
- Passion for service
- Reliable
- Technical skills
- Communication skills
- Detail oriented
- Adaptable

Our values

- We believe that **people matter**
- We expect **excellence every day**
- We have to **think forward**
- And always **act now**
- While doing all of that, we need to **be real**

alight