



## **Whirlpool Customer Service – In Home Agent**

553 Benson Road  
Benton Harbor, MI 49022

**What you will do:** Taking calls from across the United States for servicing all Whirlpool products

**Duration:** Long Term opportunity up to 2 years as a contract worker. Opportunities available to be converted to Whirlpool.

### **What are the Hours of Operation at Whirlpool?**

- Monday-Friday 8 a-8:15p, Saturday 8 a – 4:30p
- Typically new hires work later shift depending on business needs
- 40 hour work week

### **What is the Pay Rate?**

- \$11 per hour
- Eligible for pay increase every 3 months if meeting scorecard goals
- Monthly commission for selling extended warranties (People make anywhere between \$5 and \$500 per month. We even have had people make \$1500 in a month)

**Education:** HS Diploma Minimum

### **How will I be Trained?**

- Training is virtual.
- Training is mandatory and requires perfect attendance.

### **What are the skills necessary?**

- Great computer skills necessary. Must be able to navigate between screens and be able to multitask on the computer while talking with the customer and troubleshooting.

### **Do I have to sell anything?**

- You are required, as part of your job, to sell extended warranties as applicable.

**Do I have to provide my own computer equipment?**

- No! Whirlpool provides all computer equipment necessary to do your job. The phone is contained within the computer and no additional phone or phone line is necessary.

**What am I responsible for?**

- You must provide a quiet room free of distraction for a work environment. You are also responsible for your own desk, chair, light, etc.
- Must have high speed internet connection **NO WIRELESS OR SATELLITE ALLOWED**. Must also be connected with an Ethernet cable. Will need to provide proof of internet speeds on [www.speedtest.net](http://www.speedtest.net).
- You will need to provide photos of the work space at your residence.

**Will Whirlpool reimburse me for my internet?**

- Yes! As long as you work a minimum of 80 hours per month, you will be reimbursed your internet fee up to \$60 per month.

**How do I apply?**

- Apply online at [www.randstadusa.com](http://www.randstadusa.com)

**Do you have additional Questions?**

Amanda Karn: 269-759-6121  
[amanda.karn@randstadusa.com](mailto:amanda.karn@randstadusa.com)

Vicki Mulick: 269-759-6116  
[vicki.mulick@randstadusa.com](mailto:vicki.mulick@randstadusa.com)