



Whirlpool Customer Service – In Home Position

About the client: Whirlpool Corporation is a leading, global home appliance manufacturer that operates in several countries under its family of brands, such as Maytag, KitchenAid, and Consul. It is headquartered in Benton Harbor, MI.

What you will do: Receive inbound calls from across the United States from Whirlpool Trade Customers, such as Home Depot or Lowes. Calls received will be regarding home deliveries, delivery reschedules, replacement and return requests.

The assignment: You would be a Randstad employee on assignment at Whirlpool Corporation.

Duration: Long-term employment opportunity. Ability to be converted to a Whirlpool employee at the client's discretion.

What are the hours of operation at Whirlpool?

- Monday-Friday 8a - 8p and Saturday 8a - 5p (EST)
- During promotional periods same hours as above and may be scheduled until 10p and on Sundays
- Must be available to work during hours noted above. You are scheduled for (40) hours per week within the hours presented.

What is the pay rate?

- **\$12/hr** without Bachelor's degree OR **\$14/hr** with Bachelor's degree or better. Pay raises are determined by the client.

Education Required: Minimum of a high school diploma or GED.

What does training consist of?

- Training is 100% virtual and is computer-based. You will be provided with a syllabus and will be expected to complete the required courses, videos, and reading materials in order, by day 4 of training.
- Hours of training are 8a- 5p EST during week 1. Training is paid.
- Training is mandatory and requires perfect attendance.

What are the skills required?

- Intermediate computer skills are necessary. Must be able to navigate between two screens and be able to multitask while speaking with the customer and reviewing documentation.
- Excellent customer service skills - Must be professional, polite, and tactful. At least one steady year of customer service experience is required.
- Must be motivated and self-directed.

Do I have to provide my own computer equipment?

- Whirlpool provides a laptop and docking station. Calls are taken through the laptop. No additional phone or phone line is necessary. You must provide a monitor (and cords), keyboard, mouse, and headset for USB port.

What am I responsible for?

- You must provide a work environment that is quiet and free from distraction. You are also responsible for your own desk, comfortable office chair, office supplies, and other amenities that would make you more comfortable while working from home.
- Must have high speed internet at your residence. NO WIRELESS OR SATELLITE CONNECTION ALLOWED. Must also be connected to a modem with an Ethernet cable at all times during work. You are required to provide proof of your internet speed on www.speedtest.net
- You will also need to provide 3 photos of your work area to include:
 1. Your desk and chair
 2. Full range photo that includes your equipment set up with wires connected and desk/chair in place
 3. Outside of your residence

How do I apply?

- Apply online at www.randstadusa.com

For questions, please contact:

Brittany Watts, Site Manager: 269-923-8214
brittany.watts@randstadusa.com

Steve Daugherty, Site Manager: 269-923-2993
steve.daugherty@randstadusa.com