

# Work From Home Opportunities

Enterprise Holdings offers work from home opportunities to employees in several departments within our contact center operations. At Enterprise, working from home isn't that different than going into the office every day. Picture yourself working in a contact center, taking back-to-back calls, selling reservations or resolving customer concerns, all while providing superior customer service. You work specific hours with a set schedule, including lunches and breaks. You're part of a team environment with a manager and approximately 15-25 co-workers in the same type of position. Now picture all of this, but in a virtual environment, and from the comfort of your own home. This is what it would be like working from home for Enterprise. A structured call center position, but with a much shorter commute.

## 5 Myths and Facts about working from home (WFH) for Enterprise Holdings.

**Myth #1:** *Since this is a remote position, I can work from my local coffee shop or while I'm on vacation.*

**Fact:** Our WFH positions allow you the flexibility to work from a designated work space in the comfort of your own home. The technical requirements for the position (personal PC, cable or internet access that's hardwired to the computer and a company provided phone with headset and microphone) mean that employees will need a defined, permanent workspace from day-to-day within their permanent residence.



**Myth #2:** *Since I'll be home all day, I can care for my ill family member or my young child.*

**Fact:** The WFH opportunity is a full-time, structured position with a consistent schedule from week to week. However, breaks and lunches might change daily depending on the call volume for that day. Due to the heavy call volume our WFH employees often handle, and the professional nature of the role – interacting with our customers over the phone and providing great customer service – your workspace must be quiet and distraction-free.

**Myth #3:** *I'm going to get so much done around the house working from home all day.*

**Fact:** Our WFH employees are critical to our business as they are the front-line customer service contact for thousands of customers every day. As part of this role, you will take back-to-back customer service calls, and we'll rely on you to make sure our customers are completely satisfied at the close of each transaction. In order to achieve a consistent, professional focus on our customer's needs and meet performance metrics and expectations, you'll need to treat this position as you would a similar position in an office setting, and attend to personal chores after business hours.

# Work From Home Opportunities (cont.)

**Myth #4:** *If I work from home, I won't get to be part of a team environment.*

**Fact:** The WFH opportunity is very team-oriented. You'll be assigned a team manager, department manager, and director and will work virtually alongside 15-25 co-workers. You'll connect with your teammates through bi-weekly or monthly virtual team meetings, and can connect with management and co-workers daily via email and instant messaging.

**Myth #5:** *Training is limited in virtual, work-from-home opportunities.*

**Fact:** We offer comprehensive, paid training for all of our new WFH employees. Training is completely virtual and can last three to five weeks depending on the position. You'll train alongside several other new hires in a combination of web-based classroom-style training, and self-paced modules. Taking actual live phone calls during training helps give you the hands on experience needed to be successful in this position.

## Benefits of working from home for Enterprise Holdings

- ▶ Save money on work attire.
- ▶ Save time and money on transportation.
- ▶ No need to plan your commute around inclement weather or traffic.
- ▶ Opportunity for growth and advancement.
- ▶ Paid time off.
- ▶ Benefit packages available with medical, dental and vision insurance.
- ▶ 401K, profit sharing and Flexible Spending Accounts.
- ▶ Discounts on vehicle rental rates for employees and family and friends.

