

Title: Customer Service Representative – Unilingual- English

Service: Inbound Department

Site: IO SOLUTIONS CONTACT CENTER INC. – On Site / Work From Home - QC

Employee Name: Anitha Alluri

Agent ID: 42689

Employment Start Date: Monday 28 April 2025

### PURPOSE

The agent will have to provide an excellent customer service quality and achieve the set sales targets under the supervision of the supervisor.

### KEY RESPONSIBILITIES

- Ask the customer about the problem and solve it within a reasonable time limit and during the first contact.
- Actively listen to customers, offer the appropriate products and services based on the customer's needs.
- Promote the different products and services.
- Use the appropriate resources; programs and software to meet the customer's demands.
- Complete accurate transactions in effective and precise manner with an attention to detail;
- Reach and attain sales objectives tailored to each client's needs to ensure that they are satisfied and content with the service provided;
- Receive and incorporate feedback on a regular basis, to improve your personal and professional development;
- "Commit to being there" for our customers and share our dedication in striving to deliver world class customer service and first call resolution;

### CONDITIONS OF EMPLOYMENT

The employment includes a **probationary period of three (3) months**. If necessary, this probationary period may be extended for one additional month.

If you hold a study/work permit, the duration of your employment will depend on your status. If you lose your eligibility, your contract will end immediately as you are no longer allowed to work. We can only reconsider your reemployment once you reinstate or restore your status.

After completing the probationary period, employees who want to resign must give one week' notice.

The IO Solutions Contact Center Inc. has the right to terminate your employment at any time if there is good and sufficient reason, without notice or compensation instead of notice. In all other situations you will receive termination notice or pay compensation instead of notice, in accordance with the minimum requirements of the Act, last amended version.

**It is important to be present every day, both in training and integration, and once in production.**

**Training and integration are necessary to enable you to perform your job. Any lateness, leave early or absence throughout the training or integration may result in the termination of your employment.**

It is important that you respect your schedule; it is permanent. If you are returning to school, it is possible to negotiate a new schedule with your supervisor. This schedule must have a minimum of 20 hours per week. In addition, your supervisor must be notified at least **one (1) month in advance**.

- In case of a transfer from another department or position you held in the company, days off that were requested before your transfer to the Customer Service department may not be honoured. Please let your supervisor know immediately to check if the day off is available.

IO Solutions is a leaning organization and is always looking to invest in skills development and training for all of its employees. Please note as part of your employment you will have ongoing skills enhancement training, learning about new products, services and lines of business support.

## SCHEDULE

### Availability Required for the Training

You agree to be available from Monday to Sunday inclusive: 5 working days and 2 rest days.

### Availability Required for Integration and Production

- You agree to be available from Monday to Sunday inclusive: maximum 5 working days and 2 rest days.
- Due to business needs or change in operational hours, you could be provided with a different schedule. You will be notified at least 14 days in advance.
- Statuary Holidays: on Statuary Holidays (based on location of work), hours of operation may be reduced. You could be given a reduced schedule or a day off, based on operational needs.
- Annual Holidays: you are entitled to 2 weeks for annual holidays after ONE year of continuous service.

## OVERTIME

The standard work week is 40 hours. On a voluntary basis, you may have the possibly to work overtime. It will be paid as required by the law in its latest amended version, based on location of work.

### **SALARY**

During Training: Salary rate 15.85\$/hour

After Training: 15.85\$/hour + Bonus

### **BONUS\***

We have a bonus structure in place that can reach \$3/hour, as well as a Premium Hours Bonus of \$1/hour.

The bonus structure is based on the following points: performance, achievement of objectives, punctuality, and adherence to the work schedule, as well as a minimum of 20 hours paid per week.

A Premium Hours Bonus is awarded every two weeks and is based on production hours paid per week. A minimum of 37,5 paid hours is required to be eligible for payout.

### **Other Benefits**

- If you are working from home, the company offers to refund up to 50\$ per month on your Internet Plan prorated to the number of days worked.
- If you are working on Site and using the public transportation to commute, the company offers to refund your Monthly Opus card open justification.
- Employee discount with IO Solutions Partners if they meet certain eligibility conditions.  
*This program and eligibility criteria are subject to change without notice.*

### **Bonus Structure and Benefits Clause**

The Company reserves the right to modify, amend, or discontinue the bonus structure and or any benefits at its sole discretion. Any such changes will be communicated to employees in a timely manner, and reasonable notice will be provided prior to the implementation of any modifications. The criteria, amount, and timing of bonuses are subject to change based on business needs, performance metrics, and other relevant factors as determined by the Company.

### **PERIODICITY**

Pay is biweekly every second Friday. You get paid for all hours worked in the previous two weeks, up to and including the previous Saturday.

### **ELECTRONIC DELIVERY OF YOUR EMPLOYMENT STATEMENT**

As part of the Green Plan IO Solutions Contact Center Inc. has opted for the electronic delivery of wage statements. Please follow the user guide form.

### **DIRECT DEPOSIT**

IO Solutions Contact Center Inc. offers you the opportunity to deposit your paycheck directly into your bank account. The payment by direct deposit is an effective and safe way to receive your salary, in addition to reducing the use of paper. For any change of your banking information, employee is requested to proceed through Dayforce our employee Portal. Changes should be submitted before processing the pay.

Please note that any bank fees due to stop and reject will be recharged and deducted from the employee pay.

### CONDITIONS OF EMPLOYMENT

There are certain behaviours that can cost you your job. A breach of these conditions will result in the termination of your job duties. Examples:

- Working outside of Canada.
- Raising your voice with a client.
- Not authenticating client properly
- Hanging up/disconnecting a client.
- Making useless transfers or having an extremely high 'wait time'.
- Ignoring, refusing, or not handling a customer interaction properly
- Not using the required applications or work tools at your disposal
- Using your cellphone on the floor
- Disclosure of confidential information
- Being disrespectful to co-workers, employees or clients.
- Fraud or Theft from the company
- Unable to perform the required job duties.
- Not following the rules of conduct and the code of ethic of Io Solutions Contact Center Inc.

In addition, I understand that under no circumstances will this classification be changed or altered during the course of my employment in this particular position.

I, **Anitha Alluri** have read and agree with the terms of employment presented above. A breach of these terms may result in termination of my job duties or actual employment.

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Signature of the employee

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Date (dd/mm/yyyy)



Human Resources Management  
IO Solutions Contact Center Inc.