



WORK AT HOME !

SEEKING LICENSED AGENTS (LIFE & HEALTH)

FULL TIME, PART TIME, and FLEXIBLE SHIFTS

Synergy Solutions Inc., a leading provider of outsourced customer contact solutions, is now seeking dynamic individuals to help grow our Synergy HomeZone team! Save money on transportation, save time on commuting, and enjoy the independence and convenience of working in the comfort of your own home! We have positions available on multiple inbound and outbound programs including sales and customer service.

Synergy HomeZone Customer Contact Representatives (CCR's) must demonstrate the following characteristics and skills:

- Must have a life and health insurance license in at least one state (multiple states a plus)
- Courteous and professional
- Excellent verbal and written communication skills
- Quick and accurate data entry skills
- Good computer and internet skills, including ability to troubleshoot some technical issues
- Type at least 25 words per minute
- Great attitude
- Self-motivated
- Able to work independently, requiring little supervision
- Previous telephone experience a plus

To be considered for a Synergy HomeZone position, candidates must pass an extensive criminal background check and a 9-panel drug screening. Candidates must also meet the following technology requirements:

- Working telephone where employee can make and receive telephone calls during business hours (not for main job function, mainly needed for communication with supervisor)
- PC which is no more than 3 years old
- Monitor that is at least 17"
- 1.8+ GHz Processor
- 512 MB RAM (1 GB recommended)
- Intel or AMD processor

- At least 20 GB of free disk space
- Windows XPsp2, Windows Vista, or Windows 7
- All the latest Microsoft recommended and optional updates
- Windows Firewall or a 3rd party firewall installed; if using a 3rd party firewall (Norton, McAfee, etc.) employee must have an understanding on how to configure said firewall. In these cases, Synergy will provide a list of “exceptions” that should be added to their firewall to allow seamless integration with our network
- Adequate virus protection and anti-malware software (Norton, McAfee, Sophos, etc.). If employee does not have this, there are free services available such as the “Comodo” product which protects against viruses, spyware, Trojan applications, and also includes a robust firewall (<http://www.comodo.com>).
- Internet connection (cable, DSL or fiber) with at least 1 Mbit down and 128 kbit up speed (not dial-up); if Synergy uses VOIP over the Internet instead of having the ENS system call the agent on a land line, then the required “up” speed will be 512 kbit.
- If the employee is sharing his/her Internet connection with other family members, they are responsible for ensuring that the ample bandwidth needs are reserved for their usage while operating as a Synergy employee. This means they will provide QoS management or bandwidth monitoring to eliminate bottlenecks caused by other computers running things like games, X-box, bittorrent, video streaming, Internet phones, etc. (this list is a non-exhaustive example).

Customer Contact Representatives are paid a base wage which varies based on the program assigned. Bonus and commissions are available on most programs. Full time employees are eligible for additional benefits after 6 months of employment.

If you want to be part of a highly motivated team with the independence, comfort, and convenience of working in your own home, send us your resume today!

Resumes should be emailed to Lisa Gibbons, HR Director, at lmgibbons@callsynergy.com, Be sure to type “Synergy Homezone” in the subject line!