

The complete News

Updated: June 17, 2022

As we head into this weekend, it's a great time to celebrate all the Fathers who help us grow, keep us safe, and tell great dad jokes. They might embarrass us at times, but they can also make us feel like we are very special.



A father is a man
who expects his son
to be as good a man
as he meant to be.”
– Frank A. Clark

And as always, we appreciate your feedback, which you can send to
chuck.k@complete1.com

Our People



Welcome to the newest team members in Taylorsville! **Fernanda, Allen, Lyndie, Louina, Micah** (and Eri)!



Now Hiring!

We are currently filling the following positions:

- Systems Engineer
- Staff Accountant
- Quality Assurance Manager
- Call Center Supervisor
- Coming soon: Director of Sales

Check out all openings at our career site on [Indeed.com](https://www.indeed.com)

Do you know someone who might be interested? Refer them and take advantage of our [employee referral program](#) (\$300 after the referred employee hits 90 days).

Town Hall Meetings are in the books



Our team in Charlotte

Thank you to everyone on our team who gave up their time for our townhall! We understand that this can be a bit disruptive to our work, but we are committed to bringing our company closer together. The best way to do this is by increasing our interactions and communications. Please share with your leaders what you liked or what might help these sessions get better, and we will endeavor to improve the program.

Waypoint is Growing!



The Waypoint/PPA team has received approval from many of our clients and will be moving some of our collection work to Bogota, Colombia. While we do have some great bilingual collectors on our team, as we organize the portfolio by language indicator, we do not have enough bilingual representatives to effectively manage this portfolio. We are interviewing this week. Training starts next week, and we will be 'live' the week of July 4th.

Quarterly Offsite Leadership Meetings

At Complete Recovery, we have a commitment to continuing to advance our vision through developing a strategic vision and refining this vision to bring it to life. A valuable part of this process is Quarterly Leadership meetings where company leaders from throughout our organization come together to prepare for the future. This week, many leaders will be attending these meetings on Wednesday and Thursday. We will also be building some bicycles that will be donated to Big Brothers/Big Sisters organizations in each of our locations.

During these meetings, participants will be focused and may not respond to e-mails or texts. If you need any immediate assistance, you may contact **Tammy Honeywell in Charlotte, NC** or **Mariam Green** at 801.910.8943 at other locations.



Team Member Spotlight

Jose Ariza from our Bogota, Colombia office

Congratulations Jose Ariza! Creating Moments of Magic with our Customers! Jose received kind words from a customer who said they were so grateful to speak with a **human** who truly assisted them with the process of returning their equipment.

Great Job Jose!



Congratulations to **Rachel Hugie** on the "Payment of the Week"! Rachel collected a full payment of \$3,486.90! You go Girl!



dispo. Is there anything that can be done even if its just a

Not eligible for payment arrangement ⓘ		
\$3,486.90		
Issued Jun 10, 2022		
Service Dates Jun 17 - Jul 16		
New Charges	\$138.33 ↓	Due Jul 5, 2022
Recent Credits	\$0.00	
Past Due	\$3,344.36	665 days past due
Last Payment	-\$74.90	Jul 26, 2020

Upcoming Events

Chet Kastner and Reyna Perez to visit Johannesburg, South Africa - July 9th -15th

Juneteenth Holiday - Monday, Jun 20, 2022 *Taylorsville office will be closed*

Leadership Team Quarterly Meeting - June 22nd and 23rd, Jeff Parker, Penny Ham and Pam Harris to attend in Utah

Elizabeth Rodriguez to visit Bogota, Columbia - June 26th through July1st

USA Independence Day - Monday, July 4th Holiday

Waypoint to convert from Artiva to Quantrax July 5th

Question of Week

Which brings us to this week's winner of the Question of the Week...Drum Roll please...Nichole Johnson, a CEA III remote worker in Utah, who correctly identified Alice Cooper as the performer of School's Out. She will be receiving a \$10 Amazon gift card!

This week's question?

What are the three colors of the Colombian flag?

E-mail your answers to chuck.k@complete1.com or look for a box at a center near you!

And don't forget to check out...



The Complete News committee is comprised of a diverse group of community members including: Miles Jensen, Candy Grady, Mariam Green (Taylorsville), Elizabeth Rodriguez (Texas), Tatiana Rodriguez (Bogata), Tammy Honeywell (Charlotte)