

# The complete News

Updated: June 3, 2022

It's been a short week and not without it's issues (like Thursday's technical difficulties). Thank you for another great week.



In the United States, June is Pride Month, a time to celebrate the diversity around us. While we share the things we have in common, we learn from each other's unique nature. So to each of you, be proud of who you are and look for each opportunity to learn and grow as you make the world a better place.

And as always, we appreciate your feedback, which you can send to [chuck.k@complete1.com](mailto:chuck.k@complete1.com)

## Our People

### Welcome to the team!



Welcome to our newest team members in Taylorsville! [Sinalei Taala](#), [Athena Steverson](#), [Jesica Sanchez](#), [Isaac Heikkila](#) and [Emily Tippetts](#) started a great new career with our Complete Recovery team!. We're glad you're here!

## Still hiring, still growing!

### Other Open Positions:

- Quality Assurance Manager
- Client Relations 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).

### Community - Golfing for Kids Sake



Complete Recovery is a proud sponsor of Big Brothers/Big Sisters of Utah, a one to one mentoring program. Merlin Jensen , our CEO, has been an active board member for many years and this past week, we were represented well at one of BBBSU's biggest fund raisers, Golf for Kids Sake, resulting in raising over \$60,000. In addition to needing money, Big Brothers is always looking for great volunteers/mentors. If interested in learning more, reach out to [Chuck.k@complete1.com](mailto:Chuck.k@complete1.com)

As a reminder, each one of you is able to take one 8 hour paid volunteer day to support a qualifying charity of your choice. You can find out more [here](#).

**You've got to fight, for your right...First Paaar-tee!**

**Dateline: Taylorsville** Based on our Northeast first party performance in fiscal May, we once again beat our competition (CEI), which gave us an additional 5% Northeast First Party Volume!

Due to all of your hard work and dedication and proving to Comcast that we **ARE THEIR BEST BUSINESS PARTNER**, we are going to be adding 2 hours of PTO to each qualified first party skilled team member!

We will also be extending a similar incentive through June (WHEN we beat CEI again this month, we will gain an additional 5% market share) – Stay tuned early next week for the details.

Also – We encourage all “EQUIPMENT ONLY SKILLED” colleagues to join us in our First Party Journey! Why? How about a **Pay Raise, Prestige**, Additional opportunities for **increased Commissions** AND these types of “**Surprise and Delights**” / **Incentives**.

Once again, thank you for all you do each and every day. We truly appreciate all of you!

ANDREW.AGUIRRE	KRYSTAL.TORRES	SHANAE.MILBURN
BELINDA.TRAVER	LULZIME.KURTI	SILVIA.MAGALLANES
CODY.FLORES	MARITZA.AGUERO	TERI.ALLRED
DEBRA.MYERS	MATTHEW.DEXTER	TORI.ALLMAN
DOLORES.FEBLES	MICHELLE.POULSON	STACY.ESTES
EDNASHIA.MANCE	MILAGROS.VELAZQUEZ	KAILEE.SCRIBNER
HADEEL.AYESH	NICOLE.JOHNSON	CHANCY.RICHARDS
JOHN.MACKEY	OFA.MALOH	TYANA.UTAI
JOHN.WHITING	RACHEL.HUGIE	KATIA.ONTIVEROS
JOSEPH.KILLIAN	SHAMS.AL.SAMARRAI	KIMBERLY.NICHOLS

## **Remote work is coming to Jacksonville Florida!**

As we continue to grow our organization and bring our various companies and offices together, the leadership team has been carefully considering the positive impact that our new post-covid world has introduced us to including remote work and how it has become more of the norm in business. For example, in Round Rock, Texas, this meant leaving a building that had been recently sold and moving the Waypoint Recourse team home to all work remotely. And while it required some technical and operational changes and flexibility, the team has really appreciated the move as they enjoy reduced travel time, reduced sicknesses, saving money on lunch and of course the much appreciated reduction in need at the gas pumps - to name just a few..

With the Jacksonville, Florida lease expiring soon, the leadership team has again reviewed options with the Prince Parker team in mind. Based on the success of the Round Rock transition, the benefits to the team and cost of renewing the lease in Jacksonville, we are going to forego renewing the lease in Jacksonville and fully embrace the remote work model for all team members there. Additionally, because getting together is still important and part of the going forward plan, we are finalizing some options and ideas to meet in person in some capacity for events, lunch or just because. Over the coming months, we will be working with each employee to ensure a smooth transition that works for everyone.

We will continue to maintain our current locations in Charlotte, North Carolina and Taylorsville, Utah for the foreseeable future.

As we move through these changes over the next few months, we will do our best to attempt to provide each team member the appropriate tools, training and support to ensure success no matter where they are located, in-office or remote. Our Complete Recovery - Prince Parker - Waypoint team is the best in the business and the leadership team is all very proud to be able to associate with such great people.

## **Outside Collection Agency (OCA) Business News**

Our new Comcast Central work has been loaded into the Quantrax system. Final testing is underway leading up to live calling on the portfolio early next week. We are excited to see what our team can do with this new work stream.

The conversion of the existing clients in Austin is scheduled for the weekend of July 1. If it seems like leaders are a little less present, we apologize, but we are in a heads-down environment, preparing for this transition.

Go team!

### Upcoming Events

Luke Eichbauer and Miles Jensen to visit Bogata, Colombia - June 6th-10th  
Chet Kastner and Reyna Perez to visit Johannesburg, South Africa - July 9th -15th  
All Employee Town Hall Meetings - June 15th and 16th  
Juneteenth Holiday - Monday, Jun 20, 2022  
Leadership Team Quarterly Meeting - June 22nd and 23rd

### Question of Week

Which brings us to this week's winner of the Question of the Week...Drum Roll please...Michelle Poulson, from Complete Recovery in Taylorsville is this week's winner of our random drawing, correctly identifying that Ofa Malohi had the most XM payments! Ofa will be receiving a \$10 Amazon gift card!

#### **This week's question?**

How much money was raised at the Golf for Kids Sake?

E-mail your answers to [chuck.k@complete1.com](mailto:chuck.k@complete1.com) or look for a box at a center near you!

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)

### Recipe of the Week

This week's recipe is submitted by Sherrie Wright, a lead for Waypoint in Texas.

"In my grandmother's handwriting! A true treasure! And yummy cake! 🍰"



## Carrot Cake

- 2 C. sugar
- 2 C. sifted flour
- 2 tsp. soda
- 2 tsp. cinnamon

- 1 1/2 C. vegetable oil
- 4 eggs, slightly beaten
- 3 C. grated carrots
- 1 tsp. salt

Sift dry ingredients - add oil - blend by hand. Add eggs & beat - add carrots, blend. Bake in 3 layer pans in 350° oven for 30 min.

## Frosting

- 1 8oz pkg ~~sour~~ cream cheese
- 1 stick oil
- 1 lb. P. sugar
- 1 tsp. vanilla
- 1 C. chopped nuts