

The complete News

Updated: July 15, 2022

Leaders in South Africa



This week we had several leaders/trainer take a trip halfway around the world to Johannesburg, South Africa in support of our colleagues there. And you might ask, why?

The world is getting smaller all the time. We are all connected and the human condition is such that our basic wants and needs are pretty much the same. Our team members in South Africa have been a great addition to our organization and have allowed us to continue to grow our client base. And while

virtual meetings are a part of our culture, spending time with colleagues in person is still the best way to learn and grow together.



We are currently filling the following positions:

- System Analyst
- Project Manager
- Workforce Supervisor
- Quality Auditor

Check out all openings at our career site on [linkedin](#)

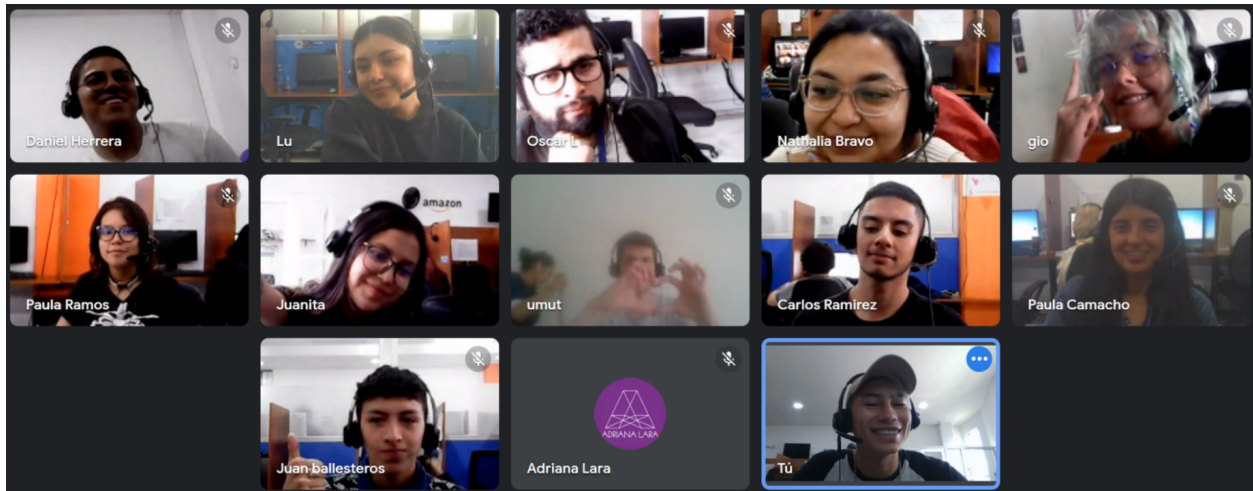
Do you know someone who might be interested? Refer them and take advantage of our [employee referral program](#) (\$300 after the referred employee hits 90 days).

Welcome to the Team!

Please join us in welcoming the latest team members who joined in Taylorsville this past week!



And welcome to our second wave of team members trained for handling XM (Xfinity Mobile) calls in Bogota, Colombia!



Quantrax Conversion is still happening!

We are now in the center of the waypoint conversion to Quantrax. The data has been loaded, we are communicating with vendors, clients, banks, etc. We are making phone calls and taking payments daily. The big challenge now is to maintain our patience while we improve our efficiency on the new system every day.

Your feedback remains very important. It is easy to think that someone else has reported an issue or you may have reported it in the past and do not think it will help to report it again. Keep bringing issues to the attention of your leaders. The amount of feedback drives the priorities across our company. Your feedback is critical now in building the system we want.

Employee Spotlight



Hello,

My name is **Margie Heinze**. I have worked as a phone agent for Complete Recovery for **10 years**. When I started it was a small company located in Murray Utah. It has grown over the years and I have seen a lot of changes as well. I have met a lot of great people and made great friends working at Complete Recovery. I am married to my best friend going on 31 years, have 4 wonderful children and 8 grandchildren. I love to spend time with family having barbecues and playing games and working in our yard.

Thanks Margie for being part of our work family!

WEBEX is Here!



As we continue to grow as an organization, we realize that a standard set of tools is important to keep us all connected and provide a common way of communicating. This will make both training and support more efficient, and allow us to be more effective in communicating.

Over the next week, we will be rolling out Webex to all employees. Webex is a communications tool that allows us to communicate with each other directly via chat, through “teams” and “spaces”, store documents, and more. Our goal is to get everyone’s account active by the end of this week. We will be working with supervisors to assist them in getting their team members in the system. As we go through this process, we will be sharing best practices and targeted training as we all learn together!

Upcoming Events

Save the date for **Summer Parties**:

Utah Pioneer Day - July 24th (observed July 25th with ice cream in office)

Taylorsville- September 17th

Charlotte - September 24th

Austin and Jacksonville - TBD

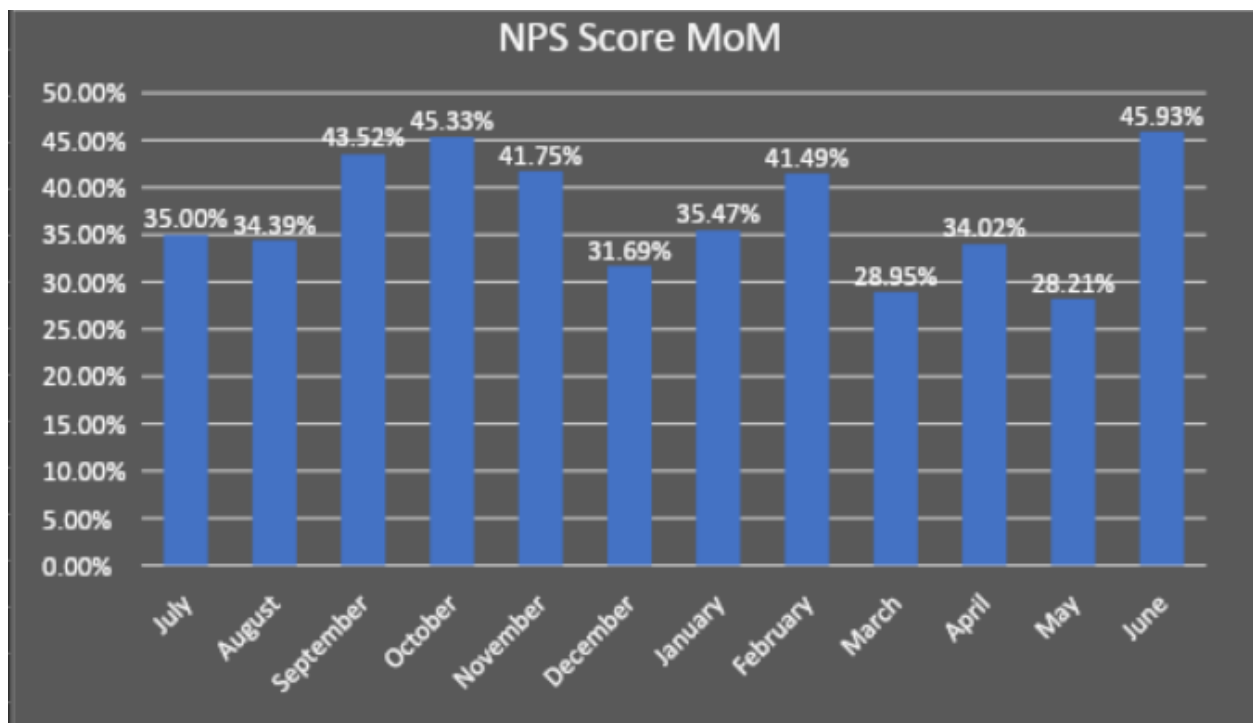
Swipeclock, Regular Hours, and Overtime

We’ve had some questions recently about overtime pay and how it is calculated. Overtime, as defined but the Fair Labor Standards Act (FLSA) is calculated by taking hours the work is performed, called regular hours. Any regular hours over 40 in a pay week are paid at time and a half. While an individual might receive other types of pay, like holiday pay, PTO, or bereavement pay, these hours are NOT regular hours and are excluded from overtime calculations. Timecards in Swipeclock will have a detail of this calculation and it is highly recommended to view time card to ensure it’s accuracy.

Transactional Net Promoter Score (tNPS)

One of the most important questions a company should ask its customers is how likely they are to recommend the business or brand to a friend or colleague. Why does this matter? Because, a customer's willingness to promote a brand correlates strongly with customer satisfaction and loyalty — which in turn affects a company's growth and profitability.

At Complete, we offer this post call survey to customers when handling first party Comcast calls. Our results in June have taken us to new levels!



Vision Cambodia



Vision Cambodia's sole focus is improving the quality of life for rural Cambodians. Volunteers from around the world donate their time, money, and talents to support the meaningful and effective humanitarian projects. Sustainable projects with lasting impact drive change and improve lives.

All projects are executed at the local level, with locals supporting and sustaining each other through the projects and initiatives. ALL DONATIONS ARE USED IN CAMBODIA and all supporters in the developed world are unpaid volunteers.

The Complete Recovery family will be working to support the efforts of this great organization. Rob Brunt, the founder of Vision Cambodia, joined us this past week for the Complete Story Podcast and shared why he is so passionate about helping people find clean water and more.

You can check out the podcast [here](#).



VISION CAMBODIA.ORG
WATER · EDUCATION · HOPE

Our Employee Assistance Plan (EAP)

Help, when you need it most

With your Employee Assistance Program and Work/Life Balance services, confidential assistance is as close as your phone or computer.



Always by your side

- Expert support 24/7
- Convenient website
- Short-term help
- Referrals for additional care
- Monthly webinars
- Medical Bill Saver™
— helps you save on medical bills



Who is covered?

Unum's EAP services are available to all eligible employees, their spouses or domestic partners, dependent children, parents and parents-in-law.



Employee Assistance Program (EAP)

Your EAP is designed to help you lead a happier and more productive life at home and at work. Call for confidential access to a Licensed Professional Counselor* who can help you.

A Licensed Professional Counselor can help you with:

- Stress, depression, anxiety
- Relationship issues, divorce
- Job stress, work conflicts
- Family and parenting problems
- Anger, grief and loss
- And more

Work/Life Balance

You can also reach out to a specialist for help with balancing work and life issues. Just call and one of our Work/Life Specialists can answer your questions and help you find resources in your community.

Ask our Work/Life Specialists about:

- Child care
- Elder care
- Legal questions
- Identity theft
- Financial services, debt management, credit report issues
- Even reducing your medical/dental bills!
- And more

Help is easy to access:

Online/phone support: Unlimited, confidential, 24/7.

In-person: You can get up to 3 visits available at no additional cost to you with a Licensed Professional Counselor. Your counselor may refer you to resources in your community for ongoing support.

Employee Assistance Program — Work/Life Balance

Toll-free 24/7 access:
1-800-854-1446 (multi-lingual)
www.unum.com/lifebalance

Turn to us, when
you don't know
where to turn.



Question of Week

Guess who won this week's Question of the Week...Drum Roll please... Neka Williams, a Waypoint collector working remotely in Utah who gave a great reason why keeping your personal data up to date in Splashtrack is important. Congratulations Neka!

This week's question*:

What does tNPS stand for?

*All answers must be submitted by end of business Thursday to be included in the weekly drawing.

E-mail your answers to chuck.k@complete1.com or look for a box at a center near you! And as always, we appreciate your feedback, which you can send to chuck.k@complete1.com

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 (Bogota), Tammy Honeywell (Charlotte)