

CS Performance Expectations

What drives our Passion: Elevate the human experience and achieve the American Dream.

Our Mission: We use technology to create an intimate customer relationship. This empowers our members to improve their credit profile and leverage it to accomplish their goals.

At CIG Customer service is what we do, and our Customer Service Reps are key to our success in this. You support your POD of Jonin and Genin in their efforts to build lifelong relationships with our Members. You are our Members fall back, their individuals they can rely on when their GENIN is unavailable. CS provide that best in class customer service we always want to be known for.

Relationship Building:

- Build on relationships JONIN/GENIN establish by actively listening to concerns of our members.
- Excellence in conveying importance and use of Relate, Repeat, Reframe.
- Deliver best in class customer experience in every interaction
- Document and notate appropriate information in customer portal
- Educate Members on the importance of products, services, and following their map

Resolution and Risk Overlay:

- Resolving Members' concerns in a timely manner with follow up as necessary.
- Quickly recognizing when an issue requires immediate escalation, handing off to the appropriate manager.
- Adhering to policy with a vigilance on Risk Mitigation.
- Proactively identifying, and avoiding situations which may lead to risk.

Leadership and Accountability:

- We are all called to be leaders of our own actions.
- Lead self in an ethical and professional manner in every aspect of your job.
- Show accountability by acknowledging when there is an issue, asking for help to improve, or adjust based on the situation.
- Hold yourself accountable to the high standards our company culture is based on.

Living CIG Culture

- Support and promote the growth of not only yourself but that of your team.
- Learn and understand the power of homeownership
- Value the skills and knowledge of others.
- Take ownership of your own professional development, and career path.
- Celebrate team members on their successes as well as your own.
- Develop a clear understanding of our products and services, as well as how they benefit our Members throughout the CIG journey

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Participation in our Recognition Program:

Request recognition through our “PINKS” program to show appreciation for a job well done, such as:

- Living CIG culture in every aspect of work life
- Going the extra mile.
- Leading with courage and kindness.
- Simply to brighten someone's day.

Mastery Structure

Our Ninja Culture is strong here at CIG, and with that we've built great incentive opportunities.

White Belt-Achievable in one week-\$12/hr

- Shows schedule adherence of 9 for one full week
- Understands what resources are available
- Understands vernacular used by teams, and why these are important

Orange Belt-Achievable in four week period-\$13/hr

- Show schedule adherence of 9 for 2 full pay periods.
- Understand how to use resources to answer questions related to your job
- Demonstrate skills needed to perform job functions

Purple Belt-Achievable in 24 week period-\$14/hr

- Show schedule adherence of above 9 for 24 consecutive weeks
- Answer job related questions without the use of resources
- Call audits reflect accurate, and consistent use of skill set required

Dedicated CS Effectively perform the following tasks on a daily basis

- Manage Tasks for their JONIN/GENIN
- Stay on task and up to date with all aspects of their role
- Maintain Schedule adherence above 9.5 consistently
- Respond to Member emails and voicemails on behalf of specialists, answering questions related to products and services.
- Handle payment concerns
- Show 80% resolve rate

Dedicated Bonus

CS have the opportunity to earn a dedicated bonus based on what their JONIN/GENIN bring in each month through their Pay Through Rate, or PTR. First month of dedicated support, CS earns bonus based on what the JONIN brings in. After this they earn bonus based on both JONIN and GENIN. This equates to \$15.00 for every \$10K collected by each JONINGENIN on their POD