

What else should you know?

Attendance is crucial for us to successfully operate our business. Our Attendance Policy is very employee friendly but also requires dependability and commitment. Most of our scheduling is done on a shift-bid basis. **We ask that our employees are available to work the shift he/she earned by his/her performance.** We invest in our employees and in return we focus on performance in 3 areas when considering scheduling and bonus options. Those areas include:

- Quality of Service
- Employee Knowledge
- Attendance

Arvato Care Program partners with charities and participates in local events to support the communities in which we do business



We hire for approximately 20 Customer Service Representative I positions each month to support the growth of our business. Most all other positions in our Yakima location are hired by promotion from within; however, we do consider external candidates and encourage applicants to inquire on other opportunities within our organization by visiting

www.arvato.com/careers

The benefits & programs listed may be modified or eliminated at the sole discretion of Arvato Digital Services, Inc.

Questions?



Contact us by email at
Yakima.Jobs@Arvato.com



Arvato Digital Services

399 East Yakima Avenue Suite 210

Phone: (509) 955-1327

Fax: (509) 728-9145

www.arvato.com/us



Arvato Digital Services

Hiring for:

- **Customer Service Representatives I, II, III, & IV**
- **Supervisors**
- **Trainers**
- **Quality Assurance**

arvato
BERTELSMANN



200 million
calls per year

Who are we?

We are a leading international service provider...

Every day, over 70,000 Arvato employees in more than 40 countries are at work helping our customers achieve success. Covering a wide range of business processes along integrated service chains that include SCM, CRM, Financial, e-Commerce, Marketing Solutions, Print & Fulfillment, and IT Solutions.

What do we do in Yakima?

In Yakima, our employees assist customers via incoming calls, email, chat, and outbound call support for a Financial Institution. We are 1 of 4 Arvato sites that support this client 24 hours per day, 7 days per week including holidays. The Yakima site standard operating hours are daily 5:30 a.m. until midnight, including holidays.

Discover a career with us!

Whether you're just starting your career, a young professional, a specialist or manager, Arvato offers you a number of entry possibilities, challenging tasks and exciting career prospects.

What do we offer?

Arvato Employee Benefits

- **Full Time Employment** – 37.5-40 hours per week
- **Overtime Available** – Depends on business needs
- **Bi-weekly Payroll** – Direct deposit encouraged
- **Paid Training** – All 7 weeks of training is paid
- **Pay Increases** – Multiple pay reviews during the year
- **Bonus** – Eligible up to \$200 per month after training
- **Vacation Benefits** – Eligible after 90 days
- **Holiday Pay** – Must work the scheduled day before and after the holiday; eligible after 30 days
- **Substitute Holidays** – Paid day off to be taken within 6 months of working a company observed holiday
- **Floating Holiday** – An additional holiday of choice per year; eligible after 3 years
- **Flexible Schedules** – Set scheduling on performance-based shift bid process for most positions
- **Professional Work Experience** – Positive & safe work environment
- **Employee Recognition Program** – Coming in April
- **Covered Parking** – Arvato parking is on the 3rd level of the parking garage
- **Secured Facility** – All employees issued an entry badge & visitors must sign-in with photo ID

Arvato Employee Benefits – Continued

- **Medical** – 2 options offered by Anthem; Rx included
- **Dental** – 3 options offered by Delta Dental
- **Vision** – Offered by United Healthcare Vision
- **Life/AD&D** – Employer paid; upgrade options available
- **Dependent Life** – Available for spouses & children
- **Disability** – Employer paid; upgrade options available
- **Flexible Spending Accounts** – Health Care & Dependent Care
- **Health Savings Account** – Eligible with Anthem CDHP election
- **Auto/Home/Pet** – Offered by MetLife; payroll deduction available
- **Voluntary Benefits** – Accident, Hospital Indemnity, & Critical Illness
- **Legal Assistance** – Offered by MetLaw
- **Employee Assistance Program (EAP)** - Employees and their immediate family members may receive up to six (6) sessions of problem assessment, consultation, and counseling at no cost to them
- **401(K) Savings Plan** - Employees are immediately 100% vested in their own contributions; company match up to 6% after 1 year of service
- **Tuition Reimbursement** – Eligible after 1 year up to \$2,500 per year for approved expenses
- **Employee Referral Program** – Earn \$100+

Ask about our Education Partnership & how to [receive 8 college credits](#) by completing our training program!