

# OPPORTUNITY ANNOUNCEMENT



## Reliance Home Comfort Customer Service & Sales

**Top Performing Service Partners Can Earn Additional Revenue with Star and Other Performance Incentives!**



### Service Revenue

**Service Revenue**  
**\$15.50 CAD per hour\***  
(\$7.75 CAD per interval)

*\*Hourly rate shown assumes the servicing of two, 30-minute intervals.*



### Certification

#### Class Schedule

##### Phase I

2/27/2023 – 3/23/2023

##### Phase II – **Start earning revenue!**

3/24/2023 – 03/31/2023

#### Class Times Offered

##### Monday – Friday

9:00 a.m. - 1:00 p.m. ET

6:00 p.m. - 10:00 p.m. ET



### Servicing Times Available

#### Intervals Available\*

##### Monday – Sunday

6:00 a.m.– 12:00 a.m. ET

#### Special Servicing Requirements\*

2 hours (4 Intervals) required on Saturday or Sunday (or a combination of both.)

#### Most Intervals Available

##### Monday- Friday

10:00 a.m. – 5:00 p.m. ET

*\*Subject to change based on client needs*



## About the Client | Reliance Home Comfort

Reliance Home Comfort is the leading provider of heating, cooling and water heater solutions to Canadian homeowners.

For more information about Reliance Home Comfort, please visit their website at <https://reliancehomecomfort.com/>



## System and Equipment

**Equipment Must Meet Platform Standards**

[Click Here for System & Equipment Policy](#)

### Additional Client Program Technology Standards

- USB noise cancelling headset required



## What to Expect



- Selling is a large part of being successful on this client program. Recognize opportunities and incorporate upselling techniques by informing the customer of additional products and services Reliance offers to achieve enrolments. Requirements are detailed in the metrics section of this Opportunity Announcement.
- As they speak to the customer, the agent will determine the immediate customer and/or Reliance need. However, in addition, the customer needs that are not immediately apparent must be uncovered through a “consultative style” discussion with the customer. Examples of things that might not be obvious include additional product and/or service requirements or sales opportunities.
- The agent is accountable for de-escalating customer situations, assessing customer needs through providing empathy, effective use of probing and listening skills and working within Reliance policies to provide resolutions that appropriately balance the needs of the customer and the company.
- As a result, it is critical to listen, assist, advise, empathize, deescalate and negotiate with customers in a manner that creates goodwill, while balancing the needs of Reliance with the customer. The capacity to quickly assess a given situation retains information provided and make quick and accurate decisions are key skills for this role.
- Customer Satisfaction must be a priority in each interaction. Servicing agents must have an intrinsic belief that relationships are built by putting yourself “in the customer's shoes”. The agents should have the expertise and judgment to determine whether current processes are the best solution for a customer faced with his or her situation or reach out to a Chat support resource if alternative solutions need apply.
- Agents are required to establish and maintain positive and productive relationships with key contacts within the organization (WFP, Contractors, Reliance Service Managers, Central Administration, Reliance CC management teams) and work together to ensure customers' needs are a priority. Intrapersonal relationship building must be a priority.
- Servicing agents are accountable for accurate and timely updating of customer accounts pertaining to service resolution as required. Accurate data entry skills are essential.



## Capabilities of Top Performing Service Partners for this Program

- Displays patience, empathy, a unique ability to manage stress, the ability to work under pressure and adapt to adverse situations
- Provides knowledgeable, friendly and eloquent customer service
- Experience working with users to identify the best solution



## Reliance Home Comfort Customer Service & Sales CERTIFICATION DETAILS

### Instructor-Led Learning & Self Paced Work

#### This phase is:

An overview of tools, knowledge, resources and practice call-time necessary to use client systems and provide quality service to client customers.

This course is:

A combination of self-paced and instructor-led  
4 hours per day of instructor-led sessions  
Self-paced modules and assessments daily

### Instructor-Led Learning & Live Call-Taking Earn While You Learn!

#### This phase is:

An opportunity to apply what you've learned in Phase I to live calls, while earning revenue!

During the Certification SOW, Service Partners are required to service a minimum of 4 hours (8 intervals) per week – with 4 of those intervals (2 hours) being serviced on Saturday and/or Sunday - during times posted in Sarmatic and as outlined in the SOW. Please review the Certification SOW for additional information, including the end date.

**See Page 1 For Class Dates and Times**

100% attendance in instructor-led sessions is highly encouraged for success



## Reliance Home Comfort CERTIFICATION DETAILS



### Certification Completion Criteria

- Timely completion of all self-paced modules
- Successfully pass all quizzes and exams (Score of 90% or higher on final exam)
- Successfully pass role play scenarios, inclusive of engagement and effective understanding of Reliance process and procedures
- Successful completion of Live Calls as directed, achieving a >75% Quality scoring throughout live call period



**We highly suggest that you attend class every day - as this is critical to your company's success. If you are not able to attend a class, please advise your instructor. Failure to notify your instructor could result in being dropped from class.**

**Important:** If you do not show up to class on the first day, you will be dropped from the class with no exceptions. The No-Show fee of \$20.00 will be charged and you will need to enroll in a new opportunity if you wish to service the client.

Read complete course policies [here](#)



## THIS OPPORTUNITY REQUIRES A BACKGROUND CHECK

**You will be prompted to complete a background check during the enrolment process. Details on the type of background check and the requirements to pass it will be provided as you proceed through enrolment on the Arise® Portal.**

The background check will include, but not be limited to, a check of disqualifying criminal convictions for at least the immediately preceding 10-year period.

### AFFIDAVIT OF ID

A completed, Affidavit of Identification with photo ID must be on file.

- To access the Affidavit of Identification form, log on to the portal, click on the AVA icon on the bottom right, select Affidavit Form and click on Affidavit Instructions and Requirement Canada
- Make sure to follow all instructions and once completed, submit the form to: [AriseAffidavits@arise.com](mailto:AriseAffidavits@arise.com)

#### **Please note:**

- Arise will not process system access codes, required to attend the certification course, until ALL enrollment pre-requisites have been successfully completed and provided to Arise.



## Service level requirements vary and are subject to change

Failure to meet one or more of the service level requirements may result in termination of the SOW. The service level requirements may be modified from time to time upon commercially reasonable notice to the business.

Service Level Requirements		Metrics Definition
<b>Commitment Adherence</b>	≥ 90%	% of intervals serviced compared to the intervals scheduled and committed to service. Commitment Adherence is calculated as: $\frac{[(\text{Serviced Minutes} + \text{Excused No Show Minutes}) / (\text{Selected Minutes} + \text{Released Lockdown Minutes})] \times 100}{}$
<b>Net Promoter Score</b>	> 50%	Average Net Promoter survey Score (promoters - detractors) for a given period
<b>CPP Cancellation Rate</b>	< 10%	Customer cancellation of Comfort Protection Plan within 21 days of enrollment
<b>Sales Per Call (SPC)</b>	> 4%	Sales conversion % (# of sales / # of calls *100)
<b>Quality Assurance</b>	≥ 85%	Adherence to the required call handling process/procedures





## Log-in codes are confidential, user-specific and will only be generated for confirmed course attendee

- All business's must ensure that their agents have a professional work environment, when in class and when servicing.
- Commitment Adherence is critical to this program. Businesses are responsible for ensuring that their agents service all intervals that have been accepted in StarMatic®.

### You DO NOT QUALIFY to participate in this program if any of the following applies:

- Are already in "interested" status for another opportunity.
- The dates and/or times of the class for this opportunity overlap with a class for another opportunity you are already enrolled in.
- Were servicing one or more SOWs that were terminated for cause, including a 'Breach of SOW Client Policy' for this client program.
- Have a dropped status from 3 or more opportunities within the last 90 days, regardless of whether it is this program or a different one.
- Have a Commitment Adherence below 90%.
- Attended and failed a Reliance Program Certification Course

### DISCLAIMER

This Opportunity Announcement (OA) is intended as a summary of the applicable business opportunity. It is not a legal document, nor a comprehensive review of all terms included in the applicable Statement of Work (SOW).

You should thoroughly review each SOW prior to executing it. In the event of a conflict between the OA and the SOW, the terms of the SOW will take precedence. Arise recommends a thorough review of all policies prior to enrolling in the certification course.