

Frequently Asked Questions

Q: Will this position allow me to work from home?

A: This position offers a flexible hybrid work arrangement once performance expectations are met. Working in the corporate office during training, and for a period after, allows employees to collaborate and learn from their peers. Upon meeting performance expectations, there is an opportunity to work 4 days from home and 1 in office day per week.

Q: What is the average time it takes to progress within the job family?

A: While everyone progresses differently, the average time to move to the next level in the job family is 6-8 months. This is dependent on proficiency and readiness.

Q: What does the training process look like?

A: New hire training consists of up to 5 weeks of instructor-led classroom training, followed by 1-2 weeks of mentoring. We utilize cutting edge technology to collaborate across multiple states and leverage our internal knowledge base to provide ongoing self-service education and support.