

## Who We Are and What We Do

For more than 25 years Ethico has provided a suite of corporate integrity products that help companies manage risk and reinforce their healthy cultures. From whistleblower and case management software that saves time, to employee screening and monitoring services that actually work, and e-learning that improves engagement -- we focus on service and the human element in all we do in order to Make the World a Better Workplace.

In building this mission, we provide HR, ethics & compliance solutions that serve over 8,000,000 employees in 100+ countries through the highly-trained, caring, and compliance-minded professionals in many of the world's largest, and well-known organizations who rely on our software and services. We have helped E&C leaders investigate nearly 10 million reports, offering employees the industry's leading-edge tools to report unethical or illegal behavior free from retaliation.

## Your Role at Ethico

Ethico's Risk Specialists (RS) are responsible for responding to and documenting the concerns of employees around the world who call to report anything from management complaints, harassment claims, potential compliance violations, to issues regarding benefits and pay. The RS will guide callers through the interview process while documenting their concerns in concise, and technical format, and ensuring all client directives are followed. This work is challenging and the training intensive, However the experience is extremely rewarding. You must be focused, disciplined, and keep the commitments you make. This is serious work; you'll be joining a dedicated team that works together to ensure that employees all over the world are able to thrive, are protected, and can make a difference in their workplace.

All new hires must successfully complete training (classes, shadowing, and on-the-job) and demonstrate proficiency in the material to progress through the incubation period.

*Responsibilities include but are not limited to:*

- Answering calls, delivering the proper greeting, following client directives, and asking all critical questions to deliver a thorough yet succinct report of the issue - while maintaining good judgment and strict confidentiality to ensure a caller's needs are met and the report is focused on key information
- Documents all calls answered in accordance with Ethicos policies and procedures; maintains accurate demographic and other statistical information according to Ethicos policies and procedures, as well as in compliance with client contracts
- Guide callers through the interview process according to frequently reviewed standards and procedures, and refine complex statements and notes into simple, thorough, organized, actionable reports
- Document all relevant client calls in our case management system. Calls should be documented in a clear, concise, and accurate format

- Meet performance goals set with a Hotline supervisor, operations manager, or Director of Hotline Operations and tailored to your development path including: report quality (grammar, content, form), call handling, productivity, and adherence to directives
- Determine severity level of reports taken using detailed information gathered during calls, directives, and/or company protocols
- Contact client coordinators when needed, as to brief them on severity situations and/or at the direction of a Hotline supervisor, operations manager, Director of Hotline Operations, or Quality Analyst
- Answer incoming overflow calls live, triaging them and placing them in a holding queue as necessary
- Assist in the training and development of new employees
- Adhere to schedule flexibility to support 24/7 operations with changing shift, coverage, and other needs
- All other duties as assigned

### **Experience you'll need to succeed in your role at Ethico**

- Associate's/Bachelor's Degree (preferred), or two years equivalent related work experience, or Equivalent combination of education (e.g., high school diploma/GED) and experience (e.g., hotline setting, phone support role).
- Proficiency in technical writing and/or the ability to type a minimum of 45 WPM (words per minute) on a computer
- Excellent communication and interpersonal skills (verbal and written) are required
- Proficiency in Microsoft Office Suite with the ability to learn our programs and tools.
- Knowledge of customer service principles and practices
- Strong problem-solving and analytical skills with great attention to detail
- Ability to solve practical problems and deal with a variety of concrete variables in situations where only limited standardization exists; as well as provide effective response while in a demanding situation
- Ability to maintain personal and professional boundaries with callers and represent the interests of the Ethico and it's clients
- Ability to work well in a team environment
- Alignment with our purpose, vision, mission, and core values

### **Why Join the Ethico Team**

- People first company culture and family atmosphere
- Company paid Medical, Dental, and Vision
- Company funded HSA, if enrolled in HDHP
- 401(k) with company match up to 4%
- STD, LTD, and ADD
- Company paid Life Insurance
- PTO
- Flexible Working Environment available for some positions

- Annual profit sharing bonus
- Paid Maternity/Paternity leave
- And much more!

**Shifts Available:**

- 8 hour shifts
- 12 hour shifts
- Day shift
- Evening shift
- Night shift
- Swing shift

**Weekly day range:**

- Monday to Friday
- Weekend availability

**Language:**

- Spanish (Preferred)
- Portuguese (Preferred)

**Location:** In office, in Charlotte, NC. Travel off site may be required for teambuilding.

**COVID-19 considerations:**

All desks are 6ft. apart. Social distancing is encouraged, and mask wearing is encouraged for those who feel the need. Our office undergoes daily cleaning, and disinfectant products are made available to all employees.

**Salary Range:** \$18.00 - \$20.00 per hour

Exact compensation may vary based on skills, experience, and location.

**Process**

- Prescreen with the People Team (15 Minutes)
- Interview with the Hiring manager (30 Minutes)
- Mock Call (30 Minutes)

*We are an equal opportunity employer and value diversity at our company. We do not discriminate on the basis of race, religion, color, national origin, gender, sexual orientation, age, marital status, veteran status.*

*Women and underrepresented minorities continue to be underrepresented in our workplaces. The diversification of applicant pools constitutes an important step for broadening the participation of women and URM in the workforce.*

*Research shows that women and people of color disproportionately do not apply for jobs where they do not meet 100% of the "requirements." If you think you can do this job, we encourage you to apply.*

*Ethico is committed to breaking structural barriers to entry and career progress, and driving fair hiring practices in our workplace.*