



Allstate[®]
You're in good hands.

AskHR Apprentice – Customer Care Specialist (REMOTE)

Job Description

About the Team

The world isn't standing still, and neither is Allstate. We're moving quickly, looking across our businesses and brands and taking bold steps to better serve customers' evolving needs. That's why now is an exciting time to join our team. You'll have opportunities to take risks, challenge the status quo and shape the future for the greater good. You'll do all this in an environment of excellence and the highest ethical standards – a place where values such as integrity, inclusive diversity and accountability are paramount. We empower every employee to lead, drive change and give back where they work and live. Our people are our greatest strength, and we work as one team in service of our customers and communities.

Everything we do at Allstate is driven by a shared purpose: to protect people from life's uncertainties so they can realize their hopes and dreams. For more than 89 years we've thrived by staying a step ahead of whatever's coming next – to give customers peace of mind no matter what changes they face. We acted with conviction to advocate for seat belts, air bags and graduated driving laws. We help give survivors of domestic violence a voice through financial empowerment. We've been an industry leader in pricing sophistication, telematics, digital photo claims and, more recently, device and identity protection. We are the Good Hands. We don't follow the trends. We set them.

About the Role

Want to work in your field and train on the job? Join our 12–24-month apprentice program! You will earn and learn on the job, receive career guidance and mentorship, all while attending school. Allstate will also provide tuition assistance and hands-on training in your field.

The program will start August 2023.

As the major point of contact in the contact center, the AskHR customer care specialist investigates and solves company-wide employee and manager problems and inquires by providing consultation through multiple channels (phone, chat, and email) around the full spectrum of HR services (e.g., programs, policies, processes, systems). These services include performance management, payroll, organization management (OM), paid time off (PTO), talent management, compensation management, reporting and general technology troubleshooting.

Job Responsibilities:

- Listens to and acknowledges customer requests with respect and empathy
- Responds to general inquiries from employees, managers and delegates on Employee Central, Manager Self-Service, HR policy, payroll, timekeeping, compensation, organizational management and Talent Connection
- Refers questions to appropriate vendor and sets clear expectations around roles and responsibilities of all involved parties for the remainder of case
- Assists customers in navigating HR or other resources

- Probes and gathers information and makes judgments and/or recommendations to customer as appropriate
- Explains processes, requirements and timelines related to the inquiry to proactively advise customers on requisite activities to complete full stream transactions
- Provides support and counseling on the appropriate fields to fill out when terminations, promotions, demotions, etc. need to be submitted

What we need to see from you:

- Creative thinking, problem solving and time management
- Ability to exercise independent judgment and make decisions on behalf of the center to resolve issues
- Strong client relationship skills – ability to establish, manage and leverage relationships with internal and external partners
- Ability to empathize and handle end-to-end inquiries working to provide exceptional customer service
- Team player and works best in a collaborative environment
- Advanced written and communication skills
- Project management skills – ability to handle multiple tasks, prioritize and organize
- Proficiency in Microsoft Suite and Human Resource systems knowledge preferred
- SAP and Kronos knowledge is a plus

Supervisory Responsibilities: This job does not have supervisory duties.

Compensation:

As an Apprentice, you will work between 20-30 hours per week at a rate of \$20.67/hour. Benefits are available.