



## **CONTACT CENTER – TIME OFF REQUEST GUIDELINES**

**Purpose:** To ensure we have adequate coverage to handle the volume of work and continue to provide an exceptional experience to those we serve.

- All time off requests must be submitted by noon Thursday the week prior to the actual requested date and up to 30 days in advance.
- Not all time-off requests will automatically be approved. We will look at the business need and ensure we have adequate coverage first.
  - **Example:** If a representative wants to take off a Tuesday the request must be submitted by noon Thursday of the prior week.
- A representative can submit a request at any time if the request is urgent and will provide documentation. (**Example** – court order or follow up doctor appointment)
  - Representatives can submit their requests more than 30 days in advance under certain circumstances.
    - Documentation required
    - Special Circumstances:
      - Purchase airline tickets for travel. Representatives must obtain approval prior to booking travel.
      - Graduation (High School, College or Military)
      - Wedding
      - Court Dates
      - Doctor Appointments (excludes routine exams)
      - Excludes Thanksgiving, Christmas, and New Year's.
  - A representative that needs to request time off further in advance to book travel or plan a special event must contact the Workforce Management Team (Brian Willecke) for approval prior to submitting the PTO request.
- PTO approval will be limited for any time requested in the 4<sup>th</sup> quarter (peak season).
  - 3 consecutive days max
- Representatives must have the available PTO time.
  - Exceptions for Part Time representatives (reach out to Workforce Management Team (Brian Willecke))
  - If a representative does not have the PTO time on the date requested Solis reserves the right to cancel the request.
- All PTO hours will be used before an agent goes into an unpaid status unless it is VTO (Voluntary Time Off).
- PTO must be used in 30-minute increments.