

VIRTUAL AGENT

If you are a military spouse, veteran or just looking to make extra money by working from home, a career as a Virtual Agent for the Exchange Contact Center is the perfect opportunity for you.

In this role, you will take inbound calls from Exchange customers to assist them on a range of tasks from completing ecommerce orders to troubleshooting account information.



“THIS IS A SIGNIFICANT FORCE MULTIPLIER TO OUR STEADFAST COMMITMENT TO OFFER FLEXIBLE CAREER OPPORTUNITIES TO MILITARY SPOUSES AND OUR VETERANS”

- TOM SHULL, DIRECTOR/CEO OF THE EXCHANGE

SERVING THE BEST CUSTOMERS IN THE WORLD

HOW TO FIND US

Visit ApplyMyExchange.com to learn more about career opportunities in your area. Virtual Agent positions will be listed as Customer Contact Asst.

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WORK FOR THE EXCHANGE FROM HOME

AN EXCITING OPPORTUNITY TO SERVE OUR MILITARY MEMBERS AND THEIR FAMILIES



THE EXCHANGE CONTACT CENTER

With a staff of around 300 employees, The Exchange Contact Center answers millions of calls, online chats and emails every year. We are open 24 hours a day, 7 days a week and 364 days a year to serve our military members stationed throughout the world.

The Exchange Contact Center began employing Virtual Agents in the winter of 2018 to great success. Agents that work from home have scored consistently high ratings on their quality assurance scores and metrics. For this reason, we are looking to expand the virtual program.

Are you ready to join our team? Visit [ApplyMyExchange.com](https://www.applymyexchange.com) and look for Customer Contact Asst positions.

“THE FLEXIBILITY HAS BEEN AMAZING! WHEN MY HUSBAND GETS ORDERS TO PCS, I CAN TAKE MY JOB WITH ME TO THE NEXT DUTY STATION.”

- MILITARY SPOUSE VIRTUAL AGENT

WHAT DO OUR EMPLOYEES SAY

“THIS IS PROBABLY THE BEST JOB I’VE EVER HAD!”

- MILITARY SPOUSE VIRTUAL AGENT

“I LOVE BEING ABLE TO TALK TO OUR VETERANS BECAUSE I’VE BEEN THROUGH A LOT OF THE SAME THINGS THEY DISCUSS WHEN THEY CALL”

- DISABLED VETERAN CONTACT CENTER ASSOCIATE

“WITH WORKING FROM HOME, THEY’VE BEEN VERY ACCOMMODATING TO MY CRAZY SCHEDULE”

- VIRTUAL AGENT

VISIT [APPLYMYEXCHANGE.COM](https://www.applymyexchange.com) TO LEARN MORE ABOUT CAREER OPPORTUNITIES IN YOUR AREA

QUALIFICATIONS

- Must be at least 18 years of age
- Completion of high school or equivalent
- Call center, clerical or administrative office experience preferred
- Must be able to type 20+ words per minute error free
- Must possess the ability, knowledge and skill to operate and use Microsoft Office Suite
- Must have a hard-wired broadband internet service via DSL, cable or fiber optic connection
- Must pass a background check



FAMILY SERVING FAMILY

