

Enrollment Call Center Welcome Pack Info

GES Call Center Location:

17 20th Street North, Birmingham, AL 35203

Enter through the glass door on 1st Avenue North around the corner from the John Hand Building.

Door access code:

The door access code will be provided to each Benefit Counselor working in the Call Center prior to the assigned enrollment. This code enables you to enter the 1st Avenue North glass door, the Call Center main doors, and John Hand Building main entrance on 20th Street North.

Dress attire:

If working in the Call Center, casual attire is acceptable. This does *not* include shorts, tank tops, T-shirts, jeans with rips or holes, halter tops, flip flops, etc. Men should always wear closed toe shoes.

*At least one or two business casual outfits should be included when traveling as these may be required if visitors or potential clients are expected to be on-site touring the Call Center. Ample notice would be given if this were to occur during an assigned enrollment so that the Enroller can plan to dress accordingly.

If you have any questions, please feel free to reach out to your assigned Enrollment Manager.

Food storage:

The Call Center has a refrigerator and microwave for your use. Additionally, snack and drink vending machines are available in the lower lobby of the John Hand Building.

Scented items:

As a common courtesy, please be respectful of your coworkers by minimizing the use of cologne, scented lotions, and perfume in the Call Center.