

Pros and Cons of Working Remotely

I was retired when I saw a job posting for working remotely for a company I am a customer of. They were seeking phone customer service representatives who did not have to sell anything. It paid decently and offered benefits. With 20 years experience in the customer service field, I applied and quickly got the job. I have been employed for them two and a half months now and I have already found several pros and cons.

Pros of Working Remotely

- **Financial**
I do not have to pay commuting costs. Furthermore, since my job is phone only, I do not have to buy a professional wardrobe. I don't bother with cosmetics. I am not tempted to eat out, instead grabbing leftovers at lunch time. I haven't figured the exact financial savings to working remotely but they are significant.
- **Flexibility**
While every remote job may not be flexible, mine is. I set my own hours as long as I work two 4-hour weekend shifts a month. This allows me the flexibility to schedule around appointments and other things I want to do.
- **Convenience**
I admit that I wear leggings and a t-shirt every day. Better yet, I have not put on shoes for work since I began. I set the temperature in my home to my choice. I get to use my own bathroom which is very convenient. I don't have to go outside in bad weather. Frankly, the convenience of working from home is my favorite aspect of this job.

Cons of Working Remotely

- **Loneliness**
I have talked to my supervisor four times while working but have never met her. Consequently, she is an unknown entity and makes me a little nervous. We have a chat group of agents she supervises, but I know them only by a phone number. I don't need a lot of interaction on the job, but a little more would be nice to counter the loneliness.
- **Technology**
Working remotely can be technically difficult. I have lost connection with the "mother" computer more than once and even in the middle of phone calls. The technology employees try to be helpful, but they have to work with us novices and explain instructions over the phone. My company recently furnished all customer service agents working remotely new thin clients, modems, and desk-top phones. I have had them four days and only had one day without technical problems.

- **Interruptions**

My robotic vacuum knocked on my study door one day. My husband accidentally locked himself out and rang the bell repeatedly. Sometimes delivery services ring the bell. The cat occasionally howls. These interruptions can make it difficult to hear some **customers**.

Recommendations about Working Remotely

Do I love my **job**? No. Do I hate my **job**? No. I do enjoy talking to the **customers** and find myself smiling more often than not. I hope that I might someday meet my fellow **remote workers** after COVID. As new **technology** my employer invested in has the rough spots smoothed out, perhaps the **technical** awkwardness will disappear.

Do I recommend **working remotely**? I suggest that anyone considering it weigh the **pros** and **cons**. You will love the **financial** savings, possible **flexibility**, and **convenience**. But you need to weigh it against the **loneliness**, possible **technology** problems, and possible **interruptions**. While sometimes I grumble about my new **job**, for me the **pros** outweigh the **cons** of **working remotely**.