

Your First Week at Good Egg Energy - What to Expect

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Welcome to the Team!

Starting a new job can feel overwhelming, but we've designed your first week to set you up for success. Here's what you'll experience as you begin your journey with Good Egg Energy.

Day One: Welcome and Orientation

Your first day is all about getting comfortable. You'll meet your team leader, get your workstation set up, and receive your login credentials for our systems. We'll walk you through our company culture, values, and what makes Good Egg Energy different from other energy suppliers. You'll also complete essential HR paperwork and learn about your benefits package.

Days Two and Three: System Training Begins

You'll start learning our customer management system with hands-on practice in a safe training environment. Don't worry about making mistakes-this is your time to explore and ask questions. You'll practice looking up customer accounts, navigating billing information, and understanding how meter readings are recorded.

Days Four and Five: Shadowing Experienced Agents

By mid-week, you'll sit alongside experienced agents to hear real customer calls. You'll use a second headset to listen in while they handle various situations. Take notes on how they greet customers, navigate conversations, and resolve issues. This is your chance to see theory become practice.

What You'll Need to Bring

- A notepad for taking notes during training
- Any questions you thought of before starting
- An open mind and willingness to learn
- Comfortable clothing (business casual is our standard)

Setting Yourself Up for Success

The first week is about absorbing information, not perfecting everything. Focus on understanding the basics: where to find information, who to ask for help, and how our systems work together. Every agent started exactly where you are now, and your team leader expects you to have questions-lots of them.

Your Support Network

You'll be assigned a buddy-an experienced agent who remembers what it's like to be new. They're your go-to person for questions that feel too small to bother your team leader with (though no question is really too small). You'll also have access to our internal knowledge base, which contains articles, videos, and quick reference guides for almost every situation you'll encounter.

Common First-Week Feelings

It's normal to feel like you're drinking from a fire hose. Everyone experiences information overload initially. By Friday, things that seemed confusing on Monday will start making sense. Remember: learning takes time, and we've built that time into your training schedule.
