

**Please Note: This is the first
29 pages of The Little White
eBook of Homeshoring Jobs.**

The Little White eBook Of Homeshoring Jobs

Your Complete Guide to Virtual Call Center Employment



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So, What is Homeshoring?



Homeshoring, in its simplest definition, is the use of home-based employees by businesses, big and small, to handle their call center functions with the use of virtual employees. Homeshoring companies have made the decision to keep their call centers virtual – but within their own parameters, country and control.

Most homeshoring employers are virtual call centers that have moved their jobs out of high-overhead call centers and into the homes of US workers, rather than out of the country.

Why do these businesses hire home-based workers?

It's a simple equation – they want to save money, and keep their customer relationships. Homeshoring keeps callers happy and budgets . How many times have you called your cell phone provider or credit card company, only to find that the agent on the other line has a language barrier or thick accent? Homeshoring is the result of customer backlash and a desire to cut costs, but not corners, when it comes to saving money and creating valuable contacts with customers.

Many US companies have moved their call centers to countries such as India to cut costs. In the process, however, communication differences have created a problem in customer relationships. Bad management decisions, poor service, and complaints from customers have caused the new homeshoring trend – it's always less expensive to keep an existing customer than find a new one.

Companies that hire virtual workers save money on real estate, toilet paper, and coffee supplies – in addition to other normal brick and mortar expenses. They also can save by hiring contractors instead of employees – eliminating the obligation for health care and other human resources related costs. Many new homeshoring jobs are independent contractor positions offered by outsourcing companies. The agents are responsible for their own health care, computer equipment, training, and occasionally, background checks.

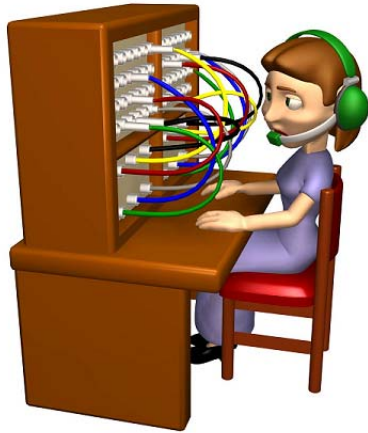
Homeshoring is an exciting trend that is poised for explosive growth.

According to the Gartner Group, 10% of all call centers in the US plan on employing home-based agents in the near future. There are currently 112,000 home-based agents in the U.S., according to the research group IDC. By 2010, 330,000 virtual call center agents are expected to be working in the US alone.



There's going to be a lot of folks out there working in their fuzzy bunny slippers. (Don't worry, they never run out of them on eBay.)

Homeshoring also provides a flexible and adjustable workforce for companies that are often sent into chaos with call overflow. Often, a virtual call center agent can schedule work shifts in time periods as short as 15 minutes.



Who Hires Virtual Call Center Agents? (& Why)

Virtual call center employers range from outsourcing partners (such as Convergys and LiveOps) to large corporations looking to save operating costs for their call center components. Companies such as JetBlue send their workers home and have an added benefit when weather problems force call overflows – they can call on their home-based workers to pick up the slack.

Other companies outsource their calls to Business Process Outsourcing (BPO's) firms such as Alpine Access or LiveOps. The call centers then hire home-based workers or create independent contractor agreements.

With home-based workers, companies are in control of call flow – and they can adjust schedules, training, and other variables to fulfill their changing needs more quickly. If a company's needs change due to a particularly effective television commercial or direct mail campaign, or even a weather-related outage or technical problem, they have agents ready to pick up the slack. Many companies utilize their ability to reach their contractors quickly – by sending a quick email blast communication to agents with the needed skills. Homeshoring companies are capable of increasing or decreasing callflow capacity to meet client needs by 300 to 500 percent – in a fraction of the time it would take to train, recruit, and retain traditional call center employees.

Home-based workers are often happy workers- it's not uncommon for a call center's turnover to decrease by 80 percent or more within a year of moving to a virtual call center. Home based workers are also less likely to escalate "problem" calls – due to their independence and training, almost 90 percent fewer calls are escalated. Home agents also tend to be more dedicated and protective of their company and job – simply because they appreciate the flexibility of home-based work. Many home-based employees, especially stay-at-home parents, appreciate the ability to work from home part time and during the "off" hours, when their kids are fast asleep in bed.



Some virtual call centers only hire home-based contractors with their own business set-up, so that their workers can operate under their own small corporations or LLC's.

Companies that require this set-up will walk you through the process and usually state it plainly on their website. It's important to know that this arrangement will require fees such as business licensing and incorporation costs. (Which, of course, you can later write off in your taxes.)

The Sung (and Unsung) Benefits of Working from Home



The benefits of working at home are often plenty – especially for parents, caretakers, and persons with disabilities that limit their physical mobility. Let's face it; almost everyone would love to work in the place they live. Who doesn't want to spend more time with their family, keep an eye on their household, and brew their own coffee in the morning? In addition to providing the traditional comforts of home, however, there are also many unexpected benefits that home workers usually discover.



Your cost of living will decrease.

If you've been a commuter in the past, you can expect to save around \$5000.00 a year on gas and related expenses. Don't be surprised when your car insurance rates drop as a result of your home employment. Telecommuting workers, on average, save \$750 per month by simply not driving to and from work, not eating out for lunch, and other daily office workforce habits. If you typically have to commute an hour or two a day, daily expenditures can easily add up. As a home-based employee, you won't need to pay for the extra child care hours caused by commutes. You are free to schedule your work hours around your daily tasks, eliminating extra gas mileage or extra childcare fees.



You'll live a little healthier.

When you work from home, flu season may pass you by – without the exposure to co-workers and shared equipment, you also decrease your exposure to workplace bugs that often spread like wildfire. And, of course, you'll be able to control your work environment, a huge bonus for those of us that suffer from asthma or seasonal allergies.



It doesn't matter what you look like when you go to work.

Nobody sees you when you work from home. Your employers judge you based on performance. If you have a visible disability, you won't be treated differently from your peers. The same goes if you have pink hair. You'll also be able to scrap your "work clothes" budget and dry cleaning fees. One of the biggest benefits of working from home is the elimination of "prep time" before going to work.

You'll enjoy more flexibility than any typical office job.

As a home-based agent, you will have more flexibility in your work schedule and duties than traditional employees. Some companies allow you to schedule your work hours with as little as 15 minutes at a time. Often, you will be able to choose what clients you work for, as well as the type of calls you take or make.



Many homeshoring firms offer a variety of clients, hours, and shifts to work for. If you aren't comfortable taking outbound sales calls, you may be able to do inbound customer service calls for another client. Most companies that hire independent contractors are not offended when you pass over a client offer – they want you to work with confidence, and do what you're best at.

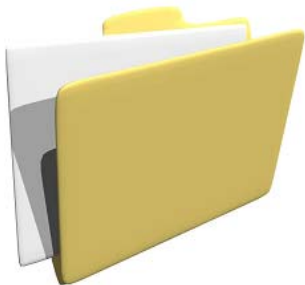


You may be an actual employee – with benefits.

Many of the companies listed in this ebook do hire full-fledged employees, complete with benefits, sick leave, and other corporate benefit perks. Benefits kick in after an initial orientation period – but absenteeism often dwindles with home-based work. As a home-based worker, you may find yourself more willing to work when you or your child is ill, as long as you are able to take much-needed breaks. You'll still get paid and be able to work comfortably as you stuff yourself with chicken noodle soup.

The Pitfalls of Working for Virtual Call Centers

There are some pitfalls of working for a company that hire at-home workers. Pay is not necessarily calculated in a traditional manner, and you can't dedicate your time to another cause while you are working. (Most companies require absolute quiet when working.) Many homeshoring jobs pay less than in-person jobs due to the decreased cost of living associated with working from home. Here's a breakdown of some key issues that come along with the privilege to work at home.



If you become an independent contractor, you'll need a record-keeping system in place.

Many home-based agents are hired as independent contractors, which means you will have to file your own taxes and cover your own business expenses. . Sometimes, agents have to pay fees to the agency for background checks and Web-based training. You'll pay your own Social Security taxes, but can also take tax deductions related to the expenses of having a home-based office.

Becoming familiar with tax laws and write-offs is essential if you apply for a contract position. You'll want to keep receipts for office supplies and long distance bills. You may also want to familiarize yourself with self-paid benefits such as health insurance, medical savings plans, and retirement accounts, since you will typically be considered a sole proprietor in the eyes of the IRS.

Home agents are paid in different ways – hourly, by the minute, and sometimes, by the call.

While home agents earn more than their brick-and-mortar counterparts (most earn \$10 to \$15 an hour without benefits vs. \$7 to \$9 with benefits in a call center), they are paid in different ways than typical employees. Some companies pay per appointment or actual talk time. Others pay a flat hourly rate plus commission based on sales. Many companies ask you to invoice them for the hours or talk time. Read information about pay rates and scheduling carefully to make sure you understand exactly how, and when, you can expect to be paid.



When you are “at work”, you are “at work”.

When you are working, you are at work no matter what is going on in another room. It isn't reasonable to expect that you can work while the kids are running around the house or your grandmother requires special care. Employees with kids at home or barking dogs must be able to keep their home office distraction and noise-free. A parent or caretaker will want to make sure that they schedule their work around their other obligations effectively – by either taking shifts outside of normal hours or scheduling a few hours of playtime at a family friend's house.



You'll pay and care for your own equipment.

Often, homeshoring companies will ask that you pay for your own equipment, including a second phone line or headset. While it may seem unfair, it's what helps them keep their costs low and motivates workers to stick with a job after their initial transition from brick-and-mortar to home-based employment. The willingness to becoming responsible for the care and maintenance of your equipment shows a willingness to commit to your employer long-term.



Preparing for the Virtual Application Process

When looking for a home-based job, it's important to always remember: The desire to work from home is NOT considered a skill by potential employers.

Often, many work-at-home job seekers seem to be under the impression that companies that hire home-workers are actually desperate for employees. (This is most likely because many of the work-at-home scams advertise that workers are need immediately and can make a ton of money in a small period of time. These are often the same companies that charge huge fees for a list of URL's or MLM companies.)

When dealing with legitimate home-based jobs, employers have more choices.

Companies that hire remote workers are picky – and they can afford to be. A majority of home-based agents have some level of college education or years of real-world work experience. Poor communicators or unprofessional applications are weeded through to get to the top notch candidates – and there's a lot for them to weed through! (Companies such as Alpine Access receive close to 2,000 job applications per week.)

How can you make sure your application stands out from the crowd with such stiff competition?

In order to stand out from the crowd, you'll want to project professionalism throughout the application process. Home agents require far more than a phone, an Internet connection, and quiet space to be able to perform their work. Home agents need to be mature, motivated, and disciplined. You'll want to project this image throughout the interview process – in every form of communication that you have your potential employers.

It's important to note that your resume is just one component of your job application – and you should be prepared to present it in different formats. (Some companies will ask that you send a resume in plain text, while others simply have a job application that you can cut and paste your resume into.) Consider any IM's, emails, or other communication from your potential employer to be part of the job application process, too.



Writing Your Virtual Resume

Writing a resume is sometimes a tedious task, but it doesn't have to be. Remember your excitement about your new career and the skills that you're eager to bring to the job. There are always a few essential components you'll want to include – here's a breakdown on how to tailor them to your virtual career.



Write your objective with the company in mind.

Your objective should be aligned with your potential employer's objectives – keep this in mind. Explain why you want to work for the company, not why you want to work from home. It's okay to mention that you want to use your skills and work independently – it's not a good idea to simply state that you want to find a work at home job. Try to mention specific experience you have – such as retail, customer service, or hospitality experience.



Summarize your skills in an overview or summary.

This section should be a bulleted section which briefly outlines your skills. Try to highlight your problem-solving skills, customer service abilities, and technical ability.



Detail your employment history.

This is where you highlight your relevant industry experience and the level of interaction, independence, and maturity you performed for your previous employers. Action words and attention to detail are key when describing your former positions.

Write your resume in chronological format, with the most recent position listed first. Make sure to mention any successes, great or small – especially if you were assigned to new projects or entered into additional training classes.

Specific industry experience is good to mention – for example, if you worked in an upscale boutique, rather than a big-box retailer such as Walmart, make sure that you mention this.



Detail your educational background.

Outline your educational background, including any technology training courses you've taken. If you have taken any coursework through distance learning, this is where you'll want to mention it – since most of the training virtual call centers use is online.



Your interests may be relevant – so include them.

An interest in technology, the web, and, of course, anything industry-related would be great to list in this section. For example, if you enjoy fashion and keeping up with the latest trends, let your potential employer know this – after all, they may have a client that needs your enthusiasm and expertise.



You may also want to create a profile on LinkedIn (<http://www.linkedin.com>) – a business-oriented networking site that is similar to MySpace. By creating a profile, your work experience is compiled and displayed to potential employers and you may be able to approach potential employers through the website. You'll also be able to search for previous co-workers – and possibly glean a public recommendation from them. LinkedIn is a very popular tool for professionals – in October 2007, they claimed over 15 million registered users. A lot of the companies in this ebook have profiles on the site.

Things to Keep in Mind When Applying for Virtual Call Center Jobs



- **Home based workers need to be able to work independently.**

Independence is important because when working at home a person has nobody watching them and making sure they are getting their work done. Independence is more than working alone in an office – it's about problem solving, the ability to think on your feet, and the ability to deal with an irate customer or confused prospect. Most of your calls will be friendly, but the ones that aren't are the ones that make or break a company. After all, it takes a lot more effort to find a new customer than keep a regular one.

- **You have excellent communication skills – make sure you use them.**

As a virtual employee, you won't have the luxury of face-to-face interaction. When communicating with your potential employer, make sure that you are professional in every manner. Emails, online applications, and telephone conversations should reflect your personality and enthusiasm for the position you are applying for. Your resume should also focus on these skills.

- **Problem-solving skills are a key ingredient of home-based work.**

Home-based workers have to be able to think on their feet and provide reasonable solutions or answers to questions. You should be able to improvise without going outside of company policies. When applying for a job, ask yourself - What are the customers' expectations? What issues and opportunities will these calls focus on? What specific backgrounds are necessary to speak with these customers? When you write your resume and have deal with any follow-up communications, keep these questions in mind. If they aren't addressed in the company's website, consider asking the recruiter when they contact you for an interview.

- **Show your loyalty and commitment to the employer, not just the job.**

Potential employers want to know that you are familiar with what they do, and how they want to do it. As a virtual worker, you will need to be trusted with the company's image. This means that you should agree with the goals and values of the company and show that you have their mission in mind. Homeshoring companies want their recruits to act as true extensions of their brand. Before applying for a job, take some time to become familiar with the company and their clients, so that you can properly understand the image they want to project to their customers. It will make all the difference if the question, "Do you know what we do and who we work for?" comes up in the interview. (Although it may not be asked so bluntly – your recruiter is looking for an eager, educated individual that took the time to learn all they could to make sure that they are a perfect match for the company.)



- **Show that you can meet deadlines, pay attention, and follow directions.**

If the website says, "no phone calls," then don't call. The same goes for emails. (If they participate in online forums or there is an ongoing thread online about the company, it is linked to this eBook. Go to the forums to ask questions.) It may be perfectly reasonable to shoot off an email to the HR people. "I was just wondering how long your backlog currently is?" Just don't have hurt feelings if you get no response. After the interview, they may ask you to send them follow-up questions if

you have any. This is the perfect time to ask questions about clients, pay rates, and other important job factors. If you are assigned an online task, let them know when you will be able to do it. They may ask you to do it immediately, which means that you'll need to set aside extra time for the job interview. Be flexible and communicate clearly if you have some sort of obligation during the interview process that will prevent you from completing something on time.

- **Be yourself. Show your personality. And always smile!**


If you are good with people and enjoy talking, then go ahead and use those persuasive skills in your interactions with the employer – just don't be excessive when it comes to talk time. If they ask you about your experience with their company or within a certain industry, go ahead and tell them. (For example, if you received a generous bouquet of roses from 1-800-FLOWERS from your boyfriend who proposed, and you accepted, then let them know that's your experience.) Also, of course, mention any specific experience you have in the industry they serve.


- **Get familiar with essential work-at-home technology.**


You should know how to work with a laptop, printer, and fax machine, for starters. This means that you should also be able to troubleshoot when something goes wrong with your equipment. If not, take a look through your user manuals and learn what to do when things don't work the right way. As a virtual worker, you should also have knowledge of basic internet security - such as virus protection, firewalls, and spy removal software. You'll want to set it up to automatically update when you are not at work.


The Virtual Call Center Checklist

Most employers have a technical questionnaire for their home workers to reference before they ever even apply for a job. They will ask you the following kinds of questions, so be prepared. (You should be able to answer yes to these questions before you apply for a virtual call center job)

 **Is your workspace appropriate?** Do you have a private workspace in your house with a door, that provides the quiet you need to take and receive phone calls? Does your home office have a desk, a PC, phone with mute/hold/conference, and a separate phone line that can be dedicated to contact center calls? If not, will these things be easy for you to implement?

 **Are you technically capable of setting up and installing the hardware and software required for your job?** Normally, this requires no more than using the installation disks that come with the equipment. However, will you be able to troubleshoot before resorting to tech support? (For example, if the driver doesn't install properly, would you be the kind of person that goes online to seek out a new driver before calling tech support? Or do you at least restart your system before calling?)

 **Do you have a reliable personal computer that meets the company's defined system requirements?** Do you have broadband/DSL?

 **Are you comfortable with training online or through multimedia – such as webinars, online classes, and conference calls?** Are you a quick and accurate typist who is comfortable communicating with online chat?

If you answer no to any of these questions – take stock of your resources. Do you have a tech-savvy family member or friend that can walk you through some of the resources available? Can you put your barking dog outside for several hours a day?

Getting comfortable with distance learning technology and different media formats is important for many reasons – it's part of your training and eventually your actual job.

Take some time to learn – even if you have to enlist the help of your teenagers, family, or friends. You should be completely comfortable with internet basics such as virus protection and firewalls, sending and receiving attachments, downloading and saving multimedia files, and other tasks you will be expected to complete daily.



Acing the Virtual Job Interview

When doing your interview, it's best to be alone in a very quiet part of your house – preferably the home office you plan to work out of. Background noise is one of the main reasons why many potential home workers do not get hired.

Most homeshoring companies use telephone interviews that are either live or recorded and last between 10 and 20 minutes. It's natural to be nervous during this part of the process. This is where your personality should shine – and the best thing to remember your research, speak calmly and slowly, and be prepared for creative interview questions.

If a company is recruiting for an online drug store, they may ask you how you feel about weight loss products. If a client is a retail catalog, they may ask you specific questions about styles or brands. Make sure you've looked at their client list if available. Brush up on any industry experience that you may have highlighted in your resume, just in case they are screening for a similar client.

Preparing for the interview

Schedule your interview for a time you will have complete silence. If, for some reason, the timing isn't convenient, don't be afraid to ask for them to change it. When it comes time for the interview, turn off your call waiting, and anything distracting – especially the stereo and television.

- **Keep your resume on hand.** It's a great idea to have it easily accessible in case you need to answer any questions about your previous jobs and functions.
- **Keep a list of your accomplishments and other points you want to stress in view.** For example, your resume may not list specific customer interactions or anecdotes that are relevant to the position – but there may be a few that you want to try and slip into the conversation.
- **Have a pen and paper handy for note taking.**

During the Interview:

- **Confirm your interviewer's name and position.** Make note of the phone number in case you have any follow up questions.
- **Remember - the interviewer can't see you.** This means he or she can't see if you have a pen and paper in your hand, a squishy stress ball, or are petting the cat.
- **Pace the call.** Let the interviewer speak without interruptions.
- **Use the "mirroring" technique.** What's that? It's the simple art of repeating or rephrasing questions as you answer them. It tells your interviewer that you listened carefully, and gives you time to think about your answer.
- **While you're at it - avoid simple yes or no answers.** Remember your personal selling points (experience!) at every opportunity.

Acing the Voice Audition

Most virtual call centers require applicants to audition for the job by calling in to leave a message. Usually they will give you a few scripts to practice and then randomly select one for your voice test.



What are they looking for? It's a mixture of personality, voice tone, and friendliness. If you're nervous about a voice audition, it's helpful to actually call a friend or two and actually practice the script with them on the phone. When you call for your audition, make sure that there is absolutely no background noise or interference with your call. (Make sure you disable your call waiting when you call...) Speak slowly and clearly, and make sure you have an actual smile on your face – that's something your callers will always hear on the phone.

Using a voice-screening process, homeshoring recruiters typically assess how well applicants follow directions, how clearly you speak, and the speed and tone of your conversations. Some employers will require you to practice two or three paragraphs and will be chosen randomly for you to be tested on.

If your voice audition consists of automated questions and answers, you may find it helpful to call into the system from a different phone line, and write down the questions that are asked.

Emphasize your experience and skills, be yourself, and show that you have done your homework.

The Importance of Doing Your Research

With so many scams on the internet, it's essential to find out if a company is reputable before sending any personal information to an employer.

In the quest for work-at-home jobs online, the average internet user must wade through thousands of scams, "business opportunities", and other "offers" before even beginning to fill out a job application or starting their follow-up research. In fact, according to Fraud.org, in 2005, work-at-home scams were among the top 10 types of fraud reported by consumers, with the average victim losing \$1, 785 in their quest for legitimate home employment.

It's a sad statistic – especially with the many opportunities that have developed with the trend toward outsourcing. There are literally hundreds of legitimate call center employers – and thousands of jobs – available to professionals that wish to move their career from brick-and-mortar to the comfort of their home office.

We've included links to many BBB Reports, online forums, and media reports about the companies listed in this eBook so that you can be comfortable with applying and providing them with the research.

There are many fantastic work-from-home websites where member share information about employers – mostly from word of mouth or elementary web searches. While

When looking for a work-from-home job, it is essential to have as much information as possible. Don't be timid about researching outside of the listings in this book. Use the BBB Reliability Reports, visit the websites, and contact the companies listed if anything seems untoward.



Recommended Online Forums to use for Research and Discussion:

- **Work at Home Forum:** <http://www.work-at-home-forum.com/>
- **Work at Home Mom:** <http://www.wahm.com/forum/>
- **Why Do Work:** <http://www.whydowork.com/forums/>
- **Homeworking:** <http://www.homeworking.com/>
- **Work at Home Forum:** <http://www.work-at-home-forum.com/>
- **Internet Based Moms:** <http://www.internetbasedmoms.com/>

Most of these forums require registration – and their members are very active. Not only are these boards great to find out information about a potential employer, they also are a great place to make new friends and contacts in the telecommuting world.



Using this Ebook to Find Your Virtual Call Center Job

This eBook was created to eliminate the long search for legitimate employment - by focusing on companies that regularly hire home-based workers and have a solid online reputation.

Thousands of hours of research and writing went into the creation of this eBook – and our work is ongoing as we continue to seek out new virtual employers in the teleservices field.

Every effort has been made to assure that our information on these employers is accurate and complete. It's important to note that salaries and schedules often vary due to fluctuations in workload, supply and demand.

Our entries answer the following questions, when available. We'll be issuing updates from time to time as well:

Company Profile:



What page is the main company website? Where are their jobs listed? What do they do for their customers and clients? Do they have a clean Better Business Bureau report? Do they participate in any online forums or social networking sites? (All relevant links are included, including online forums company representatives and employees are actively involved in.)



Typical Openings: What jobs does this employer regularly recruit for? Do they hire employees or independent contractors? (Many companies hire as independent contractors, while others sign you on as a full-fledged employee, with benefits.)



Training/Experience: What skills do I need to apply for their jobs? Do they provide training? (Many positions simply require a basic understanding of customer service and telemarketing and training is remotely provided, however, some companies require a certain amount of customer service or telemarketing experience before even considering your application.)



Scheduling: Will I be able to work full-time? What days and hours are typically available for home-based workers? Many employers offer only part-time work, while companies that hire independent contractors provide the opportunity for part-time schedules.



Compensation: What wages are home based workers paid – and how? Are benefits available? Is training paid? Are benefits available to full-timers? (Many employers pay hourly wages, however, some homeshoring companies pay per talk time. Some companies simply do not disclose their hourly rates; however, they do let you know if hourly wages are available.)

These profiles were created to be as complete and accurate as possible, and although not every piece of information is always available, we're excited to be able to provide you with the most complete and accurate work-from-home employer listings available in the world today.

Please take the time to read through the introductory chapters before you apply to any of the employers in this eBook – with the competitive nature of the homeshoring job market, it's imperative that you project professionalism to make sure that your job application stands out from the crowd.

We wish you the ultimate success in your job hunt – please feel free to email us with suggestions, questions, and success stories!

Sincerely,

littlewhiteebook@gmail.com

The Little White eBook Team

Contact: Melissa Brewer or Michael Audi

1-800-Contacts (Draper, UT)

Employment Page:

<https://jobs.1800contacts.com/careers/jobs/index.asp?fuseaction=listings&step=1>

Main Page: <http://www.1800contacts.com>

BBB Report: http://www.businessweek.com/magazine/content/06_04/b3968103.htm

Company Profile: From the corporate website: “1-800 CONTACTS was founded in 1995 by two entrepreneurs who sought to address contact lens wearers' basic frustrations. Wearing contacts themselves, they understood that contact lenses could be expensive and inconvenient to replace. With that in mind, they set out to offer low prices, convenient ordering and fast delivery to their customers. Their plan to accomplish this centered on buying contact lenses in large quantities to get the best prices and housing a large contact lens inventory so customers' prescriptions would be in stock and ready to ship. Superior customer service and easy ordering were two benefits that distinguished them from the competition.”

Typical Openings: Customer Service Representatives. Receive, investigate and respond to all inquiries regarding shipments, contact lenses, and customer concerns. **Must work on-site for a minimum of 4 months before being granted a work-from-home position. (You apply for this job as a regular customer service representative.)** W-2 employee status.

Scheduling: Full time with varying shifts available. The call center is open 24 hours.

Training/Experience: Prefers 6 month customer service experience.

Compensation: \$9.00 per hour plus bonus pay based on performance. There are monthly performance reviews and a tuition reimbursement plan is available to full time employees.

1-800-Flowers (Select Regions)

Employment Page:

<http://ww32.1800flowers.com/template.do?id=template8&page=9000#>

Main Page: <http://ww22.1800flowers.com/>

BBB Report:

<http://www.newyork.bbb.org/reports/businessreports.aspx?pid=44&page=1&id=24583>

Recruiter's Page: <http://www.jobster.com/at/company/1-800-Flowers.com,+Recruiter+NY>

Company Profile: 1-800-Flowers have been providing customers across the nation with the fresh delivered flower arrangements, gift baskets, and other gourmet gifts for the past 30 years. 1-800-Flowers offers same-day delivery and fresh hand-picked flowers through its "Fresh from Our Growers" program.

Hires in AZ, FL, NM, OK, OH, NY, TX, VA, and NV.

Typical Openings: Home Agent Specialists to take orders and provide customer service. Often hires part-time seasonal workers to handle overflow calls as well. Check the website to see if they are hiring in your region. W-2 employee status.

Scheduling: The nature of the 1-800-flowers.com workload is dependent upon the number of customers that are placing orders. Seasonal workers are needed during peaks periods such as Thanksgiving, Christmas, Valentine's Day and Mother's Day. During this time, Home Agent Specialists to work 8 – 10 hour shifts. Based on availability, there is a possibility that agents can work significant hours during their "Gold Rush Period."

Training/Experience: Prior call center experience preferred. Paid training provided. Applicants must be 18 years of age or older and have a high school diploma or GED to apply. Good typing, writing, spelling and math skills, with strong communication skills required. See website for technical requirements as you must have a fully functional home office.

Compensation: \$10.00 - \$11.00 / an hour, based on experience

Note: This opportunity has been featured on ABC news as well as hundreds of affiliated outlets – so there is obviously some stiff competition. See "applying for jobs" tips to help your resume stand out from the crowd.

The Connection Call Center (Jamestown, New York Training and Meeting Attendance)

Web Page: <http://www.the-connection.com/index.html>

Employment Page: Not published, please email jobs@the-connection.com

BBB Report: <http://search.buffalo.bbb.org/codbrep.html?ID=63000088>

From the corporate website: “The Connection is a U.S.-based inbound and outbound call center service agency that has repeatedly been rated by Customer Inter@ction Solutions Magazine as one of the "Top 50" service agencies in the country. We have also recently been distinguished as an MVP (Marketing via Telephone) Quality Award recipient.

Our fully automated, state-of-the-art call center equipment and custom software enables The Connection to field thousands of calls daily for each client with a high degree of professionalism and customization.

We have the capacity to handle 100 million calls a year. This increased capacity provides our clients with the best of both worlds: superior quality, experience, and "hands on" service coupled with the advanced technical capabilities of the finest call centers in the country.”

Typical Openings: STay-At-Home-RepS (STAHRS) Inbound Customer Service Representatives. W-2 Employee Status.

Scheduling: Varies, depending on position. The call center provides service 24 hours a day, 7 days a week, 365 days a year including all holidays.

Training/Experience: Training is paid. Initial and ongoing training is done on-site. Certification of agents is performed on-site and in-person. Once an agent is certified, they then are able to work from their home.

Compensation: Employees receive base pay, bonuses and incentives. They are also eligible for health, dental and 401K benefits.

**Please Note: This is the first
28 pages of The Little
White eBook of
Homeshoring Jobs.**

**It contains introductory
chapters and 2 of the 178
listings the entire eBook
contains. For complete
information on an
employer, buy the eBook at
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