

WORK FROM HOME
(Series #1)
Call Center and Customer Service Jobs
DIRECTORY OF LEGITIMATE JOBS



CHANTAL RIEL

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DIRECTORY OF LEGITIMATE JOBS

BY: CHANTAL RIEL

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*“Working from home is not just staying at home and watching your bank accounts grow, working from home means to **work** from home!!!”*

*Working from Home is much more **work** than most people think. It's a Job just like any other, yet you're doing it from the comfort of your own HOME.*

Some people think that most of the day you do nothing, or whatever you feel like. You have to convince them that you are really working.

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DEDICATION

I dedicate this book to all those looking for Jobs, only to find SCAMS instead. Just kidding! Well not really...

Seriously, I dedicate this book to my Sister, Nathalie Riel. She is constantly rooting for me at all times, and is successful in cheering me up when I'm down.

Also a dedication goes to my family, my wonderful Husband Luc Trepanier, and my children; Gabriel, Tina and Jacob.

ACKNOWLEDGMENTS

I would like to thank my family for having the patience to put up with me while doing this project. This project has taken at least a couple of months to put together.

I also would like to thank Angie Zambrano for doing a wonderful job on my book cover.

And last but not least I would like to thank God for making this project possible.

1. ABOUT ME

I have three wonderful children who are now 14, 18 and 21. Two of the three have learning difficulties, so I tried to be available for them the best way possible. That's when I started working at Home. Before I started Working from Home, I did like everyone else, found the regular 9 to 5 job and sent the kids to Day-care. This was before they started to go to School. I've been working at Home for approximately 14 years now.

I have an Accounting and clerical background, and do my family's Income Taxes every year, therefore; I started doing Income Taxes for another company from Home. This worked out for the first Season in 1999-2000.

The next season I did them on my own, seeing it wasn't really working out with the particular company I was involved with; and I had moved. I also offered other services such as; translations (from French to English), Resumes, School Projects, etc... This also worked out for one season.

Then I moved to a small town for approximately 4 years, the first year there I took a break, internet was really slow, and so I passed the time doing a lot of research. Then for the next three years I opened a company with a friend and we worked together at her house.

We named the company Gestion Mand-Gab S.e.n.c., the two names (Mand – for Mandeville, & Gab – for St. Gabriel-de-Brandon) were for the village we lived in and the one closest to us. The company we formed was in Accounting and Income Taxes to start out with. She had one client that demanded the full services of Accounting, and slowly we built it up to 5 more clients, plus a 100 or so Income Taxes every year.

With this company I was the detail oriented and Tech-Savvy part of the partnership, and she was the Sales person and Administration side of it. This worked out for 3 years, until we both changed lives and moved to the bigger city again.

I continued to do the Accounting for two companies, and some Income Taxes, until I found a full time job in 2008. During the time I did the Accounting work from Home; I also found legitimate work at Home jobs as well.

I worked for a company named **SOM Research and Surveys**; (This is a Job offered in Quebec, Canada). They offered everything you needed to start up, this included the computer and the headset needed.

They had a special program in their computer, and if a problem arises they could fix it easily by getting in your system. The job consisted of outbound calls to have people answer surveys of different types. This work was mostly done in the evenings and weekends. It was basically simple, since the text used was on the computer monitor, I just had to follow the script and have them answer the questions. The hardest part is convincing them to answer the questions. The computer was the one that did the calls. The reason it didn't work out eventually is that it was always in the evenings, and I preferred inbound calls as to outbound.

Next I found something better at **Network Omni**; (This is a US company that hires Worldwide) I was doing live translations (French to English and English to French) over the phone for \$30hr, yet this is according to the time spent on the phone. This was an Independent Contractor Job, in which I had to make an Invoice for them to pay me for the time worked.

The pay was good, yet I was only paid the time on the phone and not the time spent waiting for the calls to come in. It was really interesting work, a lot of inbound calls from many well known companies.

The reason I opted out of this one is that there were not enough calls coming in for about a month. Therefore I was spending more time waiting for calls to come in than taking calls. They are all jobs that I did that were part-time while I was doing my Accounting job from Home through 2000-2007.

From 2007 to 2008 I worked for two different agencies to replace employees at a Bank. This was a good job to be available for the kids since the shifts were mostly from 10AM to 4PM max., and one day from 10AM to 8PM.

I loved working there but yet again didn't get many hours, and was offered a really good job at a prestigious company downtown Montreal, which offered great benefits. So I jumped back in to the Rat Race Again....for a year and a half.

Then in 2010 I was diagnosed with Cancer (Multiple Myeloma), which will be my next book. I had no choice but to find something to do at home, even though I did a lot of research I still got SCAMED a lot with; Survey jobs online, Affiliate jobs, Free Websites, a lot of Free EBooks...only to have my email overload with SCAMS again.

Therefore; I had a passion to do my own Nails, took a Course and bought all my equipment mostly from EBay, put up my own Website, got into the Yellow Pages.....and opened my own Nail Salon at Home (called Butterfly Nails).

This worked out for about a year, until I realized I was too slow because of the pain my Cancer was causing me (Back and Rib pain), it's a lot more work physically than I thought it would be.

Then I found something else, really thinking I could do this, a company called **Sykes (ICT Marketing)**. You get 5 weeks paid training at \$11.50hr and then you start at a salary of about \$12.25hr after training, but I don't think that's everywhere, plus you get your benefits after three months which is great.

The pay is different depending in what province or state you live in. Unfortunately this was a Full-Time position and because of my Cancer, it tired me out quickly. The first week that I started to take calls, the last day of the week I lost my voice. This is a great company to work for, but it was too much for me.

I have just finished my treatments (chemo and a stem cell transplant, I will explain this more in my book about Multiple Myeloma) a couple of months before starting at Sykes. This was in the spring of 2011, and I started at Sykes in the fall, and I was also doing nails when I could.

That's when I've decided to start writing, since I have so much to say and offer. I hope you enjoy my Books as much as I enjoyed writing and researching jobs for them!!! **I also hope my book will give you the information needed to Work from Home, and find your Dream Job!!**

If anyone would like to reach me, I have two blogs you can look at and keep informed of new jobs as well. One is called REAL WORK AT HOME JOBS AT; <http://noscamsworkathomejobs.blogspot.ca/>

And the other is mostly about me and my Cancer, and Alternative ways to try to heal, called ALTERNATIVE HEALING AT; <http://chantalriel.blogspot.ca/>

If you have any questions you can also email me at; chantal.author@mail.com

NOTE TO THOSE LOOKING FOR INTERNATIONAL JOBS. THERE ARE SOME COMPANIES IN THE LIST THAT ARE WORLDWIDE; A LOT ARE US AND CANADIAN. CHECK OUT THE WEBSITES TO SOME, OFFHAND I CAN THINK OF ICT - SYKES AT THE MOMENT.

INTERNATIONAL JOBS;

Here is a good place to start;

http://ca.indeed.com/jobs?q=Worldwide+Employment&matchtype=b&network=g&device=c&devicemodel=&creative=26156569861&keyword=worldwide%20employment%20careers&placement=¶m1=¶m2={param2}&random=912102063841951678&aceid=&adposition=1t1&gclid=C Nv8h_miwrkCFXDNOgodgGoA7g

There is a lot of Information here, as well as a list of companies that hire globally; some are even in my list.

<http://workathomemoms.about.com/od/workathomecareer/s/a/Global-Work-At-Home-Jobs.htm>

I hope that these sites will help you find something that you wish for; there are different types of Jobs than just Call Centers and Customer Service.

GOOD LUCK TO ALL!!

2. HOW TO WORK FROM HOME AND WHAT YOU NEED

What better time to search for work at home opportunities than now?! With autumn coming up and the part-time jobs that students are doing this summer will be over soon. Maybe this year can finally be a year for legitimate telecommuting, (Working from Home) success for all of you.

If this is really *your* “Goal”, then you have chosen the right book. The jobs that I have put in a list in this book are real jobs, either working as an Employee or an Independent Contractor. I’m hoping that you will reach your Goals this year. There are no surveys, paid to read e-mails, Affiliate Jobs, which do not make money.

Working from Home is not as simple as it seems. You have to be well equipped and well organized, which is what’s needed to Work from Home.

Now more than ever there are many ways to work from home, provided you are open minded and willing to step out your comfort zone or box. So with that in mind, 2013-14 could very well be *YOUR* successful money making year.

Now, I really don't want to overwhelm you with all the possibilities at the moment. I will have other books about more ways to Work from Home soon.

So I'm going to concentrate on one of the top legitimate ways you can make money from home.

In the list that is included in this book you will find many opportunities to Work from Home in Customer Service, and Phone Sales and Survey Jobs.

The following is a basic description of what a Customer Service Job entails.

*** Customer Service Requirements***

If you are a people person, love talking on the phone, and basically love talking to people, and have a very patient personality, and enjoy receiving and sending e-mails, chatting with friends, then a customer service opportunity might be a good fit for you. You may also have some kind of experience in other jobs dealing with customers, whether it is a waitress/waiter, to a business owner.

There is also the fact that many times *you are* the customer, and should know how *you* would like to be treated.

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