https://shoppingguide.site

JOB DESCRIPTION

Position:	**Remote Operator**
Type:	**Home Based | Part Time | Online Office**
Basic Salary:	**$ 2500 (plus bonuses)**
Hours:	**8-10/week. Flexible Schedule**
Education:	**No formal training required**
Necessary Skills:	**Attention to Details, Creativity**

OVERVIEW

A Remote Operator plays a crucial role in ensuring that an organization's products, services, processes, and systems meet established quality standards and compliance requirements. They are responsible for examining, evaluating, and verifying various aspects of the organization's operations to identify areas for improvement and ensure adherence to quality control procedures.

A Remote Operator plays a vital role in upholding and improving the quality and compliance standards of an organization, contributing to customer satisfaction, operational efficiency, and the overall success of the business. This position requires a keen eye for detail, strong analytical skills, and a commitment to maintaining the highest standards of quality and compliance.

Benefits: Career opportunity, health insurance and retirement plans, flexible working hours.

JOB PURPOSE

A Remote Operator is a person hired by a retailer or marketing research company to shop at one or several locations and report back on the overall customer experience. It's one of the few job opportunities in which you can bank on your shopping skills.

PREPARATION

Carefully read and understand this job specification.

Prepare a workplace for storage and processing the packages, scissors and scotch tape.

Prepare a PC, laptop or a tablet with Internet access.

Prepare a printer or find a convenient place for printing labels.

Organize your working hours so that all packages are sent on time without delay.

PACKAGES

The weight of packages is between **1 to 35 lbs**. They have average dimensions. You won't need a lot of space to store packages. Inside the packages usually there are clothes, electronics, shoes, accessories, etc.

PROBATION PERIOD (free of charge): 1 month

The first month of work is a trial period during which the employer evaluates how comfortable the employee feels in a new role and whether he or she is capable of meeting the set goals.

TASK AND DUTIES

- Receiving the package on the day of delivery. We work with **FedEx, UPS, USPS, DHL, Ontrac, Lasership.**
- Taking photos of the package and uploading them into the Task Control System.
- Make sure all breakables are wrapped with bubbles to prevent breakage.
- Making description of the external state of the package in the Task Control System.
- Rectify problems such as damages, shortages and non-conformance to specifications.
- Send the package to warehouses for further distribution within **24 hours** from the moment of downloading a prepaid label.
- Upload a photo or a scan of the package sending a receipt.
- Adhere to shipping/receiving and regulatory-compliance procedures.
- Always be in touch with their supervisor and be available by telephone and email.

For some packages a pick up is needed, so in some cases Remote Operators will have to go to the store or the office of the delivery service and get the package. They will NOT have to travel long distances.

EXPENSES

Employees will **NOT** have to pay out of their pocket for receiving or sending the packages. Each package will have a prepaid label provided by the employer.

All additional expenses, such as fuel, adhesive tape, paper, printer ink will be compensated by the Employer. To receive compensation for additional costs, the Employee must save and present the relevant checks.

Compensation for the expenses is calculated and paid once a month along with the salary.

SALARY AND BONUSES

Employees receive a fixed salary of **$ 2500**. This pay does **NOT** depend on the amount of processed packages during the month. For high-quality and fast work, the Employee will receive additional bonuses that amount up to **20 percent** of the basic salary.

The FIRST PAY **($ 2500)** will be transfered at the end of the probationary period **(30 days).**
At first an Employee will receive 2 test packages. We need to make sure that your address is available for receiving packages. Sometimes there are difficulties with the delivery of packages to certain addresses.

For that reason the STARTING DATE of the Probationary period is considered the day of sending the second package. Therefore the first pay will be transfered 30 days after the day of sending the SECOND package.

After the probation period, employees will receive a salary every 2 weeks (**$ 1250** every second week).

INITIAL TEST

Employees should carefully read this job description and understand all their duties and responsibilities.
After hiring, all employees are tested for knowledge of job description and their responsibilities.