

2010

Prospective Employee Information



J.Lodge LLC

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Welcome!

Thank you for your interest in employment with J.Lodge LLC. This packet was created to effectively answer your questions and prepare you for your interview. We will be happy to answer any additional questions you may have at the time of your interview. We hope you find all of the information you need in order to determine whether or not this position is right for you!

The **key** to our success is our people. It is important that we are a good fit for each other. As a J.Lodge employee, you will be an integral part of the company, even from a virtual office. Over 90 percent of our staff works from remote locations!

Please review this packet carefully. We want you to have a full understanding of what the job entails prior to the interview process. You should allow at least 45 minutes for your interview.

Thank you again for your interest!

J.Lodge Recruiting Team

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I. History of J.Lodge

J.Lodge, LLC was founded in 1999 by Mike and Kolleen Schrider and is headquartered in Fort Myers, Florida. Upon the company's founding, the Schriders adopted a remarkable employee model that continues to be used in the company today and can be credited for much of our success.

Jack Lodge, a friend of the Schrider Family, was affected by cerebral palsy and after years of battling the disease, Jack's paralysis had spread through his entire body. Despite his unfortunate circumstances, Jack's intelligence, wit and ability to affect people's lives were never diminished. He was an inspiration to the family and allowed Mike and Kolleen to recognize the large, untapped pool of capable citizens that needed an opportunity that fit their circumstances.

Mike's recent work experience was in the call center industry and he wished to start a company of his own to provide outsourcing services for businesses globally. Mike incorporated this business plan with the intended employee model and began to test the model in a virtual environment, allowing the employee base to work remotely from virtual, at-home offices.

Today, J.Lodge employees over 250 Americans with disabilities in over 30 states. In 2008, J.Lodge launched three new divisions that all have adopted the same employee model. The company looks forward to continued success and growth.

II. Experience

At J.Lodge, we have dedicated the last 10 years to creating a diverse workplace. Workplace diversity is a people matter, focused on the differences and similarities that employees bring to an organization. Diversity is considered to be inclusive of everyone. In countless ways, diversity initiatives compliment non-discrimination programs by creating a workplace atmosphere for making differences work. Diversity is about learning from others who are not the same, about dignity and respect for all, and about creating workplace environments and practices that encourage learning from others and capture the advantage of diverse perspectives.

While J.Lodge focuses on providing opportunities to Americans with disabilities, it is important to note that these positions exist in a diverse, multi-faceted work environment. Our virtual employees interact daily with our management staff and client base, all of which is made up of both disabled and non-disabled individuals. We provide the platform for opportunity but it is the talent, experience and skill of a candidate that ultimately secures a career with J.Lodge.

Today, close to 90 percent of our employees qualify as disabled. Using modern remote-access technology, we have created a highly skilled and highly motivated workforce that experiences a very low turnover. Even as the economy recedes and the job market shrinks, J.Lodge has seen sustained growth. J.Lodge is proud to be an active supporter of workplace diversity.

III. Employment Opportunities at J. Lodge LLC

Each division of J.Lodge operates on the same employee model the company was founded on. J.Lodge continues to develop new services that can be handled in a virtual environment. This, in turn, will allow us to create more jobs for Americans with disabilities.

Below you will find a brief overview of each of the virtual positions at J.Lodge followed by the basic technical requirements necessary for all of our virtual positions. The next section contains the detailed job descriptions.

At the time of your interview, an assessment will be made as to which position you are best suited for. A number of factors are used in making this decision including which positions are available.

J.Lodge Call Monitoring – The primary focus of J.Lodge Quality Call Monitoring is to develop and improve the customer service experience within our clients’ call center operations. We provide quality assurance solutions that improve on the customer care experience. As the virtual world explodes, so do call centers and call monitoring. J.Lodge has become a leader in the call monitoring industry and we continue to experience strong growth. We are currently recruiting for our **Quality Analyst** position. The analyst also participates in weekly training meetings conducted through J.Lodge webinars. The analyst teams meet periodically to define and discuss observed customer trends that result in recommendations to our clients that effect products and services.

Stateside Call Center - Our virtual call center utilizes virtual, at-home agents. The agent will provide many types of customer support, depending on assignment, through one of three types of PC based tools. Communication with the customer is by phone via PC based voice over IP (VOIP) or by email and chat sessions using a J.Lodge PC based system. Unlike other call centers around the world, Stateside will guarantee that each customer contact will be a professional and pleasant experience whether or not the customer’s issue is resolved. Stateside agents will provide the highest customer service skills possible. If you are not known as a very pleasant communicator, then you should apply for other J.Lodge opportunities. We are currently recruiting for **Customer Service Representatives**. Both technical and non-technical candidates are encouraged to apply.

National Emergency Contact Center – NECC is dedicated to providing immediate phone, email and chat backup support in the event of a national disaster, epidemic, pandemic or commercial emergency. We provide unmatched access and protection so our clients can keep the lines of communication open with their clients. We are currently recruiting for the **Emergency Contact Specialist** position. As an Emergency Contact Specialist, you will be an integral part of a nationwide team that provides communication capabilities during national disasters, epidemics, pandemics, and commercial emergencies. You will be the first and sometimes only point of contact for citizens in a time of need.

Technical Requirements for Work at Home Candidate

All descriptions contained within are for the **minimum requirement**, not recommendation. Items that exceed the minimum requirement are always accepted and encouraged.

For each item requirement you currently meet or exceed, place a checkmark in the adjacent box. If you do not meet the minimum requirement, leave the box empty:

- Operating System:** Windows XP or Windows Vista 32 Bit (no Mac OS, no virtual machines), **we currently do not accept Windows 7** (exception given for approved cases in which Windows 7 Professional or Ultimate is installed, and user is willing to establish a virtual machine running Windows XP inside. This does not contradict earlier restrictions because no third-party platform is used, therefore our policy against use of virtual machines remains.)
- Ram:** 2GB (gigabyte) PC 3200
- CPU Speed:** See below
 - ❖ **Single-Core Processor:** 3.0GHz, 1 MB Cache, 800MHz front-side bus
 - ❖ **Dual-Core Processor:** 2.4GHz, 1 MB Cache, 800MHz front-side-bus
- Sound:** 3.5mm audio jack from headset (usually black), headset mic (usually pink), and/or speaker (usually blue and green) located somewhere on the CPU
- Internet Connection:** Cable modem or better (**DSL acceptable for NECC only; or if established business class connection, such as T1+**)
- Security Software:** McAfee Enterprise 8.5i - **Standard policy for anyone accessing the J. Lodge virtual private network. If you don't currently use McAfee Enterprise 8.5i; it will need to replace any/all existing protection suites currently installed, subsequent to establishing your email and VPN accounts**
- Disc Drives:** CD-Rom and 40 GB or greater hard drive
- Headset with built in microphone** (non-USB headset is preferable)
- Office Application Suite: Microsoft Office [03/07] any version** (Open Office is acceptable; if user can configure it to open and edit files, originally formatted/saved within Microsoft Office applications.)
- * **Battery Backup:** Any brand, 15 minute run-time or better (highly recommended but not required)

Job Title:	Quality Analyst Technical & Non-Technical	Recruiting Contact:	employment@jlodge.com
Department/Group:	J.Lodge Call Monitoring	Will Train Applicant(s):	Yes
Location:	Virtual, at-home position	Travel Required:	No
Level/Salary Range:	\$8.04/hour	Position Type:	Part -time

Job Description

Job Function:

The role of the Quality Analyst is to perform quality assurance audits on phone calls, emails, and chats. The analyst will review and grade customer contact events for technical accuracy, compliance to policies and procedures, and observable soft skills. The analyst may also provide measurements to help gauge the customers overall level of satisfaction with the contact event.

Essential Job Functions:

- Active Listening
- Call auditing and reporting
- Systems & Technology Use
- Interpersonal Skills
- Schedule Adherence

Job Requirements:

- Must have a safe and secluded at-home office that is free of normal household distractions
- Must be able to type 35 WPM with a minimum accuracy score of 85%
- Must have high speed internet access. (Dial up - or DSL- is not acceptable)
- Must have a home PC equipped with Windows XP or Vista (32 bit only), MS Word and MS Excel
- Call center experience is preferred
- Strong customer service skills required

Schedule, Reporting and Training:

- A typical work week will consist of 4 hour shifts per day, Monday- Friday, between the hours of 8am – 5pm EST. Split shifting is available for those with applicable need.
- Training will include 2- 3 weeks of remote web based training. Classes will run 4-5 hours per day, Monday-Friday, between the hours of 8am – 5pm EST. Breaks will be administered but no split shifting will be available.

Job Title:	Virtual Contact Center Agent Tech, Non Tech and Sales	Recruiting Contact:	employment@jlodge.com
Department/Group:	Stateside Call Center	Will Train Applicant(s):	Yes
Location:	Virtual, at-home position	Travel Required:	No
Level/Salary Range:	\$8.04/hour	Position Type:	Part -time

Job Description

Job Function:

The virtual call center agent provides customer support via phone, email or chat sessions. Types of support would include customer service, product support and sales.

Essential Candidate Attributes:

- Ability to make EACH contact a pleasant experience for the customer
- Effective listening skills
- Clear and professional speech
- Soft Skills Including: Professionalism, Friendly Demeanor, Empathetic Tone, Respectful Attitude, and ability to show ownership of the customer's issue

Job Requirements:

- Must have a safe and secluded at-home office that is free of normal household distractions
- Must be able to type 35 WPM with a minimum accuracy score of 85%
- Must have high speed internet access. (Dial up - or DSL- is not acceptable)
- Must have a home PC equipped with windows XP, MS Word and MS Excel
- Call center experience is preferred
- Strong customer service skills required

Schedule, Reporting and Training:

- A typical workweek will consist of five (5) four (4) hour shifts Monday-Sunday, for a total of approximately twenty (20) hours. Split shifting is available for those with applicable need.
- Training will include 2- 3 weeks of remote web based training. Classes will run 4-5 hours per day, Monday-Friday, between the hours of 8am – 5pm EST. Breaks will be administered but no split shifting will be

Job Title:	Emergency Contact Specialist	HR Contact:	employment@jlodge.com
Department/Group:	National Emergency Contact Center	Will Train Applicant(s):	Yes
Location:	Virtual, at-home position	Travel Required:	No
Level/Salary Range:	\$8.04/hour	Position Type:	Part time, on as needed basis, monthly required meetings

Job Description

Job Function:

As an Emergency Contact Specialist, you will be an integral part of a nationwide team that provides communication capabilities during national disasters, epidemics, pandemics, and commercial emergencies. You will be the first and sometimes only point of contact for citizens in a time of need.

Duties:

- Provide professional, courteous, responsive and accurate services to citizens.
- Take incoming calls while simultaneously using our database system to track any and all necessary data.
- Be available to work on a part-time, as needed basis based on business requirements. Hours will fluctuate depending on number of crises occurring at any given time.
- Set-up a secluded, at-home office free of normal household distractions

Requirements

- Upon hiring, all Emergency Contact Specialists attend required training organized and delivered by the NECC staff.
- Required recursive training will be conducted on a monthly basis to guarantee all Emergency Contact Specialists are up to speed on NECC’s latest standards, policies and procedures.
- All Emergency Contact Specialists will report directly to a team lead.
- The nature of this position will require varying hours throughout the month.

Schedule, Reporting and Training:

- A typical workweek will consist of five (5) four (4) hour shifts Monday-Sunday, for a total of approximately twenty (20) hours. Split shifting is available for those with applicable need.
- Training will include 2- 3 weeks of remote web based training. Classes will run 4-5 hours per day, Monday-Friday, between the hours of 8am – 5pm EST. Breaks will be administered but no split shifting will be