

THANK YOU FOR YOUR INTEREST IN BEING A FRIEND

The following is some general information to consider if you are interested in starting the application process. Please don't hesitate to reach out with questions: 416-903-5363 or email info@friendlycompany.ca with your request for an application.

What We're Looking For:

- Thoughtful, positive, and enjoyable conversations with our guests (customers)
- Empathy and ability to listen, encourage and support without crossing 'the line'.
- To feel comfortable sharing your own life experiences and doing so honestly.
- Take calls for any of the following time durations: 20, 30, 45, 60 minutes with a minimum of a 2 hour windows per week for 8 weeks.

What You Can Expect From Us:

- Training & ongoing support so you feel comfortable placing calls and knowing how to navigate them
- The ability to create your own schedule that works around your availability & 24 hour notice for is required for any guest cancellations/changes. (This will allow you to freely schedule yourself if you only have 1-2 calls booked for the following day.)
- An easy to use network phone system that will keep your personal information safe. This will hide your phone number so it appears as The Friendly Company calling. (No one is ever given any direct contact information about you)
- You'll receive your upcoming guest list ahead of time for you to prepare for your calls.
- We will provide interesting & positive news stories and articles to use as talking references on your calls.
- Competitive compensation is provided based on your talk time and you will be hired as an independent contractor (think of Uber but for phone calls.)
- Lastly, we provide fun and engaging work that you can feel good about!

What Will Be Expected Of You:

- Find consistent dedicated time windows to be available for booking with you.
- Have a reasonably quiet space for when you're on a call and a headset if required
- The ability to connect to good quality internet using your cellphone or computer (via headset) (All of our calls are recorded for safety purposes & must be placed through our network system)
- Complete a call feedback form after each call based on standard set questions that will be provided.
- Sign an NDA agreement & complete a police background check for the privacy and safety of our guests (background checks are paid for upon a successful interview)
- Attend online in-person training & on-going support sessions via zoom as they become available.