

**Thank you for your interest in NROTC's Work At Home Offer.
Below are answers to the more common questions our candidates have.**

Q: What will I be doing?

A: You will be calling businesses by phone to ask for a donation to further NROTC's mission. You will also be entering donor information, answering questions, resolving issues, explaining sales features or offering additional products or services, all while providing exceptional customer service.

Q: Does NROTC offer benefits?

A: At this time we do not offer insurance, vacation or other related benefits. However there are benefits of being a NROTC employee:

*Work from the comfort of your home!
No dress code - Wear anything you want!
Save on the high cost of gasoline!*

Q: How much does it cost to work from home with NROTC?

A: Nothing, Nada, Zip! There is NEVER any charge to work for our organization. This is a real job.

Q: How will I be paid?

A: NROTC employees are paid on a weekly basis and direct deposit and/or pay card options are available, without cost.

Q: Will NROTC take out taxes on me.

A: Yes! You will be an employee.

Q: Is training provided?

A: Yes!

Q: Will I ever be required to go to a NROTC office location during my employment?

A: No this is not required.

Q: How does the employment process work?

A: Our online application only takes a few minutes.

First you complete the online application!

You will then receive an email to schedule a telephone interview, so check your email often.

After the telephone interview you will receive an email letting you know if you are accepted

If you are accepted for our work from home a position you will receive another email

You must complete ALL the paperwork and sign the agreement and return it to us by email.

Because of the tremendous response, it may take a few days to contact you after the telephone interview.
PLEASE BE PATIENT!!

Q: How will I receive communication from NROTC?

A: Email is our preferred method of communication for both applicants and employees.

However we do provide our phone numbers and may call if you feel the need.

And Yes we do answer our phones!

Q: How can I learn more NROTC?

A: Visit www.nrotc.org and learn more about the good work NROTC is doing.

Q: What paperwork do I need to fill out to work for NROTC?

An application for employment!
All required tax forms!
A signed NROTC work from home agreement!
You must agree to a criminal history and background check!

Q: What qualities must I possess to work for NROTC?

You must have a positive mental attitude!
You must be coachable and trainable!
You must have clear speech and good enunciation!
You must be honest and trustworthy
You must be a good listener.
You must be self-assured and direct.

Q: What is expected from me to work for NROTC?

A: The following is expected and required at all times.
You will be expected to abide by all NROTC procedures and policies at all times!
You will be expected to represent NROTC in an honest and professional manner at all times!
You will be expected to work from a prepared presentation and not deviate from it!
You will be expected to work your scheduled shift everyday!
You will be expected to produce a certain minimum amount of calls/dials per shift!
You will be expected to use email to resolve most questions and concerns!!

Q: Is there any special equipment required!

A: The following items are required to work from home for NROTC:

Equipment:

A PC Computer
Good Quality Telephone (headset recommended) or Skype.(High Quality Headset is Required)
A way to send Faxes such as MS Fax, a FAX Machine, Efax, ect...

Other Requirements:

An Active Email Account
Long Distance Calling Plan or Skype
Voicemail or Answering machine

Software:

MS Windows 2000, XP-SP2 or Windows Vista
An Installed, configured and working MAPI E-Mail Client. (Outlook, Outlook Express, Eudora, etc...)
An Installed Copy of Adobe Reader or FoxIt Reader (recomended) (This Is FREE Software)
An Installed Copy of PDF Creator (This Is FREE Software) <http://www.pdfforge.org/>
An Installed Copy of NROTC Contact Manager (TSR_Main This Is FREE Software)
(You will be given the install password ONLY after you have installed PDF Creator)

Hardware

256 MB RAM or higher
Minimum Processor Speed: 500 MHZ or higher
Minimum Monitor Resolution: 1024 x 768 16 bit
Sound card with speakers or headset for training audio
Printer.
Internet Connection = DSL or Cable only (Sorry, no modem access or Satellite connections.)
Good Quality Telephone or if you will be using Skype.a High Quality Headset is required.
FAX Machine or other way to send Faxes Efax, OneFAX etc..
PCI or External Fax/Voice Modem. [For More Info See... MODEM FAQ](#)

NOTE: If You Do Not Meet ALL The Above Requirements You Cannot Be Considered!

Q: How do I create an effective home office?

A: Below are some tips and suggestions for an effective and comfortable home office or work area.

It is absolutely vital that your home office or work area be free of distractions.

Background noises such as televisions, loud radios, barking dogs, etc... can be distracting and very unprofessional. Also a quiet environment will help you stay focused. You will need:

Good lighting!

A comfortable chair!

A desk or good sturdy table of the correct height!

Several good ink pens and note pad.

Organize your work area. Your desk top should be large enough for your phone, headset, desk lamp and computer etc... A spill proof beverage container; spills can damage your computer.

The following items are very useful but are not required:

A surge protector or power strip is a good idea!

A desk calendar, calculator is quite useful.

A good quality telephone headset is almost an essential.

(Disconnect and store you headset after work to keep it safe and in good working order.)

We highly recommended that you obtain a second line for your work line, so personal calls will not interfere with your work!... It is also more efficient if you have a different "Call Back Number" from the phone you are using to make outbound calls. There will be occasions when you will want to leave messages and take call-backs.