

# WELCOME

Thank You For Joining Our Webinar!

## ***PREPARING TO WORK FROM HOME***

**TO HEAR THE AUDIO PORTION:**

**CALL IN NUMBER: DIAL: 857-232-0476**

**ENTER CODE: 254109**

Remember to put your computer in full screen mode!

# WHO WE ARE AND WHAT WE DO

- Authorized Ticket to Work Employment Network (EN)
- Provides SSI/SSDI beneficiaries with **free** employment services

## WHY OUR CLIENTS CHOOSE US:

- Over 20 years of Expertise
- Long Standing Employer Partnerships
- Personal Job Counselor Assistance
- Benefits Specialist On Staff
- Many of Our Staff are Ticket to Work Participants
- We Practice the Personal Touch

**TICKET**  
*to* **Work**



[www.MyEmploymentOptions.com](http://www.MyEmploymentOptions.com) Click “Apply Now”

# PRESENTERS



Lisa Seeley



Sandy Darnell

Lisa and Sandy are Employment Counselors specializing in Work From Home positions

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# INTRODUCING OUR SPEAKERS

## **Lisa Seeley - Senior Employment Counselor**

Lisa has over 10 years of providing job counseling, accommodations assistance, placement, and follow-up with persons with disabilities.



Lisa Seeley

Lisa is also a Social Security Administration Ticket to Work Program Success Story!

# INTRODUCING OUR SPEAKERS

## **Sandy Darnell - Senior Employment Counselor**

Sandy is a Senior Work At Home Employment Counselor. She assists our clients in finding virtual employment in the 47 states that we serve.

Sandy has been with our company about 9 years and has used the Ticket to Work Program personally!



Sandy Darnell

# Today's Agenda

- Work At Home Challenges
- Mental and Physical Aspects
- Resume Tips
- Technology Requirements
- Work At Home Job Examples
- Protect Yourself From Scams
- New Hire Expectations

# WORKING FROM HOME

**What You Need To Know  
Before Applying**



# WORK AT HOME CHALLENGES

- **Strict Attendance Policies**
  - 100% attendance required during training
  - Must have open availability
- **Independent**
  - Figure things out on your own
  - Limited support available
- **Cabin Fever**
- **Separating Work from Personal Space & Life**





# MENTAL ASPECT

## Things To Consider

### Isolation

- A need to get out of the house

### Separate Work and Personal Life

- Helps to mentally balance your daily routine

### Professional Frame of Mind

- Keep a regular grooming routine
- Get dressed for your shift



# ISOLATION

- Join A Gym
- Attend A Social Club
  - Book Club
  - Card Club
- Have Lunch With Friends
- Volunteer Work
  - Find efforts that you are passionate about
- Take a Class At the Local Community College
  - Customer Service Training





# BALANCE WORK AND PERSONAL LIFE

- Dedicated Work Space
  - An office with a door
- Pre-Plan Your Day Around Working Hours
- Take Breaks Away From Your Office
  - Step outside - take a short walk
  - Read a book
  - Stretching or Relaxation Techniques
- Take your days off for YOU!

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# PROFESSIONAL FRAME OF MIND

- **Create A Daily Routine**
  - Get dressed for your work
  - Maintain daily grooming
- **Do Household Duties Before Or After Work**
  - Meal prepping
  - Laundry
- **Work On Being Mindful**
  - Be in the now
  - Start your day with a positive attitude



# PHYSICAL ASPECTS

- Working In The Comfort Of Your Home Office
- No Commute
  - Accommodates people with physical/mental disabilities
- Saves Money
  - Lunch, gas, car maintenance, and clothing
- Good for the Environment
- No Dress Code
  - Eliminates the need for business attire



# RESUME

## A Strong Resume Is Recommended When Applying For A Work From Home Job!

- **Specific Keywords**
  - View the job listing in question and look for words that are consistent throughout the description
- **Formatting**
  - The ability to pass an ATS (Applicant Tracking System)
- **Past experience reflects the Job Description of the position you are applying for**



# TECHNOLOGY

## Common Technology Requirements

- DSL or Cable only
  - No Wifi or Satellite
- A Landline or VOIP Telephone
  - Varies per company

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# MINIMUM COMPUTER SKILLS REQUIRED

- **Typing Speed**
  - Minimum 35 Words per Minute
- **Knowledgeable With Basic Computer Skills**
  - Cut, paste, and copy
  - Microsoft Office Suite
  - Navigate multiple browser tabs
- **Familiar With Technical Terminology**
  - Abbreviations
  - Keyboard shortcuts





# MINIMUM STRENGTHS & SKILLS

- Excellent Customer Service
- Empathy and Good Listener
- Friendly & Professional Communication
- Problem-Solving Skills
- Patience
- Independent
- Time Management Abilities





# HOME OFFICE SETUP

- Quiet, Private Workplace is Mandatory
  - Office with a locked door
  - No background noise
- Comfortable Working Environment
  - Supportive chair or adjustable desk
  - Ergonomic keyboard
  - Personalize your office space
- Good Lighting
- All Equipment Must Be Hard Wired
  - Including a mouse and keyboard



# WORK AT HOME JOBS & INDUSTRIES

## What Type Of Work Will I Be Doing?

- Customer Service Representative
- Technical Support
- Sales
- Reservationist and Appointment Setters
- Virtual Receptionist and some Clerical

## What Type Of Companies Will I Work For?

- Cell Phone Companies
- Internet Service Providers
- Online Retailers
- Travel Industry
- Healthcare



# CUSTOMER SERVICE

## Customer Service is the Basis Of All Work From Home Jobs

- Phone Work
  - Answer inbound calls
  - Make outbound calls
- Addressing Chat and Email inquiries
- Resolving Customer Complaints
  - Billing inquiries
  - Shipping inquiries
- Ability To Answer Questions About Products and/or Services



# TECHNICAL SUPPORT

## Assist Customer With Technical Inquiries

### Examples of Tier 1 Technical Support

- Changing or updating a password
- Setting up a new device/services
- Diagnosing/Rebooting malfunctioning equipment
- Assist with navigating through applications or programs
- Following company protocol to escalate to upper tiers

Tier 2 or Higher IT Positions Are Available Depending On  
Experience And Qualifications



# SALES

- Differences Between Sales Positions
  - Inbound
  - Outbound
- Must Meet Sales Quotas
- Must Be Able To Secure A Sale
- Ability To Take Rejection Lightly
  - Don't take negativity personally
- Opportunity For Higher Salary
  - Hourly rate plus bonus incentives



# Virtual Receptionist

- **Same as in house- just in a remote setting**
  - Answer inbound calls
  - Scheduling
  - Various administrative duties
- **Multiple skills are needed**
- Word Processing
  - Ability to type 40 WPM with 100% accuracy
- Oral Communication and Writing
- Computer Skills
  - Knowledgeable with Spreadsheets
- Quick Thinking and Effective Decision Making



# ADVANCEMENT OPPORTUNITIES

## Advancement Is Possible With Experience and/or Education

- Start in an entry level position to build experience
- Upward mobility is possible...
- Management level positions require remote experience
- Examples:  
Billing/Coding, Executive Assistant, IT jobs





# HOW TO IDENTIFY A SCAM



- Illegitimate Fees
  - Requests for money
- Job Offers From Strangers
  - Did you receive an offer without filling out an application or completing an interview?
- High Pay For Simple Work
- Requests For Personal Identification or Financial Information
  - These things should only be done after you have completed an application, interview and signed an offer letter
- Suspicious Emails and Fake Websites



# ARE THERE ANY FEES INVOLVED?

## Not All Fees Are Considered Scams

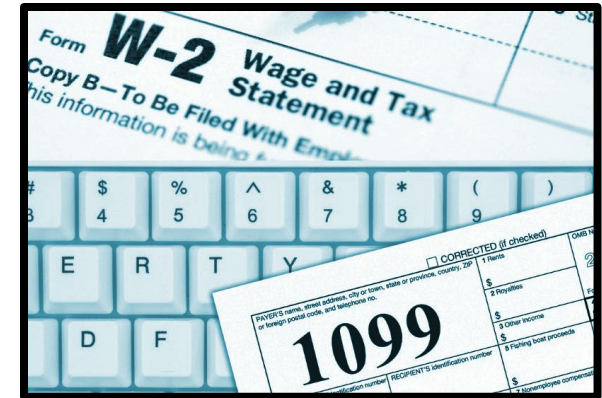
- W2 Jobs Do Not Typically Require Fees
  - There may be expenses necessary to start the job
- 1099 Jobs May Require Fees As Follows:
  - Background Check
  - Payroll Fees
  - Tech Support Fees
  - Certification Fees



# IS THE JOB THROUGH AN EMPLOYER (W2) OR AS A SELF-EMPLOYED CONTRACTOR? (1099)

## W-2 (Employer)

- Taxes Are Deducted From Your Paycheck
  - Have assigned hours or a set schedule
  - Benefits often offered



## 1099 (Contract)

- You Are Responsible For Calculating Your Own Payroll Taxes and Submitting To The Government Quarterly
  - No Benefits offered
  - Not Considered Reliable Income
  - May have Inconsistent work schedules
  - Shift Bids/Contract Cancellations



# WORK SCHEDULES (W-2 Jobs)

- Strict Attendance Policies
- Schedules Will Be Considered Shift Work
- Don't Make Appointments During Your Shift
  - Be prepared to be at your desk for your entire shift
- Notify Others When You Are Scheduled To Work
  - This will ensure that you do not have distractions

## Misconceptions Of Working From Home

- Your schedule will vary by company



# SUSPICIOUS EMAILS AND FAKE WEBSITES

## Can You Spot The Difference?

- help@myemploymentoptions.com
- help@myemploymentoption.com

### **If You Are Offered A Job Check The Following Items:**

- When Was The Website Created?
  - Was it recently created?
- Are There Language or Grammar Errors?
- Does It Work Properly?
- Is There a Physical Address Listed?
  - A phone number and email address is not sufficient



# HOW LONG HAS THE COMPANY BEEN IN BUSINESS?

- Review The Website
  - Look for an “About Us” Page
- Research Reviews On Job Search Sites
- View Their Rating on BBB (Better Business Bureau)
  - Age of Company
  - Claims against the company





# PERSONAL IDENTIFICATION OR FINANCIALS

- Once You Complete All The Steps Needed To Get Hired, You Will Go Into Onboarding
  - This should be the first time you are required to give personal identification and financial information
- Be Cautious in Agreeing to a Background Check Until You Are In The Onboarding Phase

Employee Onboarding





# YOU GOT THE JOB!

## WHAT CAN I EXPECT?

- Background Checks
- Credit Checks
- Drug Testing May Be Required
- New Hire Paperwork







# BACKGROUND CHECK

- Violent Criminal History Or Theft/Fraud
  - Typically the past 7-10 years
- Needed for Identity Verification
- Past Employment History
- Credit Check
- Education Confirmation



# CREDIT CHECKS

- Contingent On The State And Industry
- Looking For Financial Responsibility
- Employers Often Verify:
  - Bankruptcies
  - Items In Collections (Medical Bills Are Exempt)
  - Charge Offs
- You Do NOT Need Perfect Credit To Pass
- Mainly Required for Financially Oriented Positions



# DRUG TESTING

- Drug Testing Laws Vary By State
- They Screen For Recreational Drugs
- Medical Marijuana (Depending On State)
- Drug Use Can Be Dangerous In An Employment Setting





# NEW HIRE PAPERWORK

## Expect Quite A Bit Of New Hire Paperwork

- I-9 Employment Eligibility Verification Form
- Employment Contracts
- W-4 Form (W-9 For Contractors)
- State Tax Withholding Form
- Direct Deposit Form
- Company Manuals

HR Department Can Assist With Your Questions



# ARE YOU PREPARED?

- Do You Have A Quiet Work Environment?
  - Have child and pet care arrangements in place
- Have You Ensured All Technology Works?
- Are You In A Professional Frame Of Mind?
  - Identify stress management methods
- Have You Prepared Your Meals For The Week?
  - Plan meals ahead of time



# YOUR FIRST DAY AT WORK

- Expect To Have Glitches
- It's OK To Feel Overwhelmed
- It Is Common To Feel Confused
- Having Multiple Questions Is Typical
- However... Training Will Become Easier
- Clients of Employment Options can always count on their counselor for support



**Have Patience And Hang In There!**



For Those on SSDI or SSI

**TICKET**  
to **Work**

**Remember!**

You Can Submit Our Online Application 24/7

[www.MyEmploymentOptions.com](http://www.MyEmploymentOptions.com)

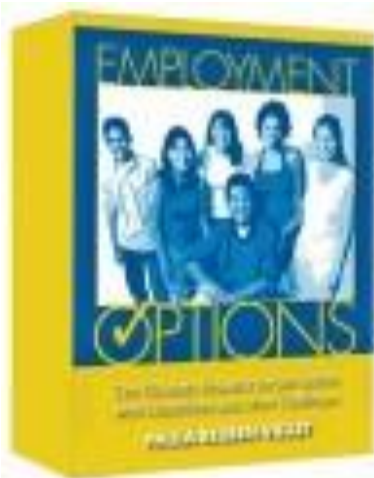
Click 'APPLY NOW' at the top

<https://www.myemploymentoptions.com/apply-now/>

**Questions? Call Us! 800-441-3114 Ext 0**



# Additional Career Skills Tips



***EMPLOYMENT OPTIONS: The Ultimate Resource for Job Seekers with Disabilities and other Challenges***

by CEO Paula Reuben Vieillet, MA, CVE

<http://myemployeroptions.com/resources/>

At your local library





# **QUESTION AND ANSWERS!**

We will now address some of the questions we received from you!



# Q&A



## **Q: Nayeli from VA asked:**

How do I get noticed by employers?

### **The best place to impress them is during the interview!**

- Always dress the part and act professionally
- If they ask a question, it is alright for you to ask them to repeat it
- Show interest in the company and talk about what you can do for them
- When using a webcam, always look directly into the camera, it will appear to them that you are making direct eye contact



# Q&A



**Q: Jessie from TX asks:**

Are there any new opportunities since Covid-19?

**A: Absolutely!!** Companies are developing and/or expanding Work from Home Departments



# Q&A



## **Q: Suzanne from CO wanted to know:**

How do you handle almost 2 years of unemployment for medical reasons - surgeries?

A: This is something that should be handled on your resume

## **Example:**

2018-2020 Customer Service/Cashier Helping Hands

- Helped customer find appropriate clothing
- Made suggestions of accessories to blend with outfit
- Performed cashiering duties



# Q&A



**Q: Alyssa from SC asked:**

What is a way to get experience working at home if you don't have any (ex. if the job posting says you need 1 year experience working at home?)

**A:** Upper level WFH employment usually requires remote experience. Accepting an Entry level job would be step one.

## Need Other Resources?

**Job Resources Email: (auto reply)**

[help@myemploymentoptions.com](mailto:help@myemploymentoptions.com)

**Additional Questions?**

[ladler@myemploymentoptions.com](mailto:ladler@myemploymentoptions.com)

**Receiving SSDI/SSI? Apply@**

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Click **Apply Now** at top of site

Good luck in your job search!

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