

You, Fri 3:40 PM

Good afternoon~ I received an email requesting that I contact you about setting up a job briefing and interview for the Remote - Data Entry Clerk / Administrative Assistant / Customer Service job. Please let me know what day and time works best for your schedule. I look forward to hearing from you. Thank you, Susan Merrill-Garcia, (602) 637-2271, suegarcia513@gmail.com.

Harrison George, Fri 3:46 PM

Welcome to Koru Lifescience Limited.

Could you please provide the reference verification code?

You, Fri 4:14 PM

Thank you! I apologize for not including the code originally, it is KLSJOBS-01.

Harrison George, Fri 4:15 PM

Your verification code, KLSJOBS-01, has been confirmed for your online interview and job briefing at Koru Lifescience Limited.

You, Fri 4:20 PM

How do I proceed with scheduling the online interview and job briefing?

Harrison George, Fri 4:20 PM

This briefing and online interview are conducted via instant messaging. Before we begin, have you already participated in an online interview?

You, Fri 4:21 PM

No, I have not had an online interview.

Harrison George, Fri 4:21 PM

This position can be done remotely provided that the team member has access to a reliable internet & phone connection, as well as a quiet workspace.

You, Fri 4:22 PM

My prior job was work from home so I do have the required equipment and a dedicated office space in my home.

Harrison George, Fri 4:23 PM

Alright! My name is Harrison George, and I am the Recruiting Manager at Koru Lifescience Limited. I will be providing you with information about the available positions and the company.

Could you please let me know your full name and your location (City and State)?

You, Fri 4:24 PM

Nice to meet you! My name is Susan Elizabeth Merrill-Garcia and I reside in Phoenix, AZ

Harrison George, Fri 4:24 PM

Nice to meet you, Susan Elizabeth Merrill-Garcia. For more information about Koru Lifescience Limited, please visit our website at <https://www.korulifescience.com/>. Once you have reviewed the website, please inform me so we can proceed further. Thank you.



[Koru Life Science - Designing medicines for patients  
www.korulifescience.com](https://www.korulifescience.com/)

You, Fri 4:25 PM

Will do!

Harrison George, Fri 4:25 PM

Thank you

You, Fri 5:03 PM

I viewed your website, wow! The research being done sounds amazing.

Harrison George, Fri 5:04 PM

Alright. As we proceed, you will come to know and understand more.

You, Fri 5:05 PM

Great! I look forward to learning more about the company.

Harrison George, Fri 5:05 PM

The available positions at Koru Lifescience Limited include Customer Service, Data Entry, and Administrative Assistant. Which of these positions do you think would be the best fit for you?

You, Fri 5:09 PM

My career has been in insurance as a licensed agent/customer service representative. I believe I qualify for any of the three positions. Do you have a list of the job duties for each that I could review? Do you have a copy of my resume?

Harrison George, Fri 5:11 PM

Thank you for your interest in the position of Customer Service Representative. We are pleased to inform you that once you are confirmed as qualified, the company will provide you with

complete office equipment to set up a mini office at home. This will be a strictly online work-from-home position, with flexible working hours that you can choose to fit your schedule. The pay is \$35 per hour during full working hours, & the training is \$22.75 per hour. You will receive your payment weekly via check or direct deposit for working 30-40 hours weekly (6-8 hours daily). If you are employed, you will be working as a full-time employee, not an independent contractor. We offer benefits such as Health, Dental, Life & AD&D Insurance, Employee Wellness, and 401k plans, as well as paid time off & holidays, & generous company discounts. Please let us know if you are interested, & we can proceed with the next steps.

You, Fri 5:14 PM

Sounds great! I am definitely interested in the Customer Service Representative position. Thank you

Harrison George, Fri 5:14 PM

As a Customer service representatives are often a client's primary point of contact with a company. The duties and responsibilities of a CSR include managing incoming calls and customer service inquiries, generating sales leads that develop into new customers, and identifying and assessing customer needs to achieve satisfaction.

You, Fri 5:17 PM

I have experience in the duties you have outlined above. Can you tell me what is required to meet any standards set for this position?

Harrison George, Fri 5:18 PM

**Here are the requirements for the job:**

- You must be a U.S. citizen, Canadian citizen, green card holder, or have an employment authorization document.
- You must be fluent in English and have excellent communication skills.
- You must have a clean criminal record.
- You must be able to type at least 40 words per minute on average.
- You must be at least 18 years old.
- Previous accounting experience is preferred, if applicable.
- You should be proficient with Microsoft Office.
- Strong organizational skills are a must.

Based on your statement, it seems that you meet all of the above requirements.

You, Fri 5:21 PM

Yes, I meet all of the requirements you listed above. Are there goals that I would have to meet each month? For example, do you require that I generate a certain number of leads each month?

Harrison George, Fri 5:22 PM

Alright. With training, I believe you're capable of handling this task.

You, Fri 5:23 PM

Great!

Harrison George, Fri 5:24 PM

Alright. We are now moving on to the next portion of the interview after finishing this one. I have a question for you in this section that you must respond to for the record.

You, Fri 5:24 PM

Sure

Harrison George, Fri 5:25 PM

Okay. I have some questions for you. Once finished, enter (DONE).

You, Fri 5:25 PM

DONE

Okay, sorry

I understand

Harrison George, Fri 5:26 PM

- Have you worked as a customer service representative, data entry operator, or personal assistant before?

- Can you commit to this job as your primary role?

- If you intend to take this up as a secondary job, how many hours are you willing to dedicate to it, considering your primary job?

- Do you have any professional references we can reach out to?

- How many hours can you devote to working with our company?

- What is your understanding of privacy and the company's code of conduct?

- Please describe yourself.

- Are you willing to give your best shot at working with us?

You, Fri 5:28 PM

Should I answer all questions at one time or send my response to each question one at a time?

Harrison George, Fri 5:29 PM

Either

You, Fri 5:32 PM

Is there an option for me to complete these questions tomorrow? It is 5:32pm in AZ and I need to attend to my family. If it is not an option, I understand.

Harrison George, Fri 5:33 PM

Not a problem. I'll be in contact with you on this platform tomorrow at 8 a.m. your time.

You, Fri 5:36 PM

Can we do it earlier tomorrow, maybe at 6:00am my time? My son has a baseball game tomorrow.

Harrison George, Fri 5:37 PM

Sounds good

You, Fri 5:38 PM

Perfect, thank you! I look forward to it. Have a great evening.

Harrison George, Fri 5:38 PM

You, too!

You, Sat 5:58 AM

Good morning!

Harrison George, Sat 5:59 AM

Good morning, Susan Merrill Garcia.

You, Sat 6:00 AM

I am finishing up the questions now

Harrison George, Sat 6:00 AM

Alright.

You, Sat 6:04 AM

Let me know if you need further details on the answers provided. - Have you worked as a customer service representative, data entry operator, or personal assistant before? **Yes, I have worked as a customer service representative and in data entry. I have not worked as a personal assistant as of yet.**

- Can you commit to this job as your primary role? **Yes.**

- If you intend to take this up as a secondary job, how many hours are you willing to dedicate to it, considering your primary job? **N/A**

- Do you have any professional references we can reach out to? **Yes, I can send you a list of personal and business references names and contact information..**

- How many hours can you devote to working with our company? **As many hours as needed.**

- What is your understanding of privacy and the company's code of conduct? **I have not received a copy of your privacy guidelines or the code of conduct.**

- Please describe yourself. **I am a quick learner, reliable, professional, excellent communication skills, organized, team player and I am able to de-escalate a customer who may have a complaint. I am married and I have 1 child who is grown and living on his own.**

- Are you willing to give your best shot at working with us? **Yes, 100%! I have the skills and experience needed to be successful with this position.**

Harrison George, Sat 6:06 AM

Thank you for your impressive performance during the interview. I believe that you would be a great addition to our team. Currently, I am relaying the details of your interview to the Admin Desk for review. It should only take a few minutes for us to receive your rating. Kindly remain available & on standby here. I will join you shortly with an update.

You, Sat 6:06 AM

Okay, thank you.

Harrison George, Sat 7:01 AM

Hello once more! Now that I'm back, the screen shows the outcome of the recent interview. Are you prepared to accept your position?

You, Sat 10:36 AM

I apologize for the delay. Yes I am prepared to accept the position. Will you be sending me an offer letter?

Harrison George, Sat 11:09 AM

Great news! Your excellent performance has earned you a high score, making you eligible for our weekly routine training program. We are pleased to confirm that you are now qualified for the position of Customer Service Representative and we are offering you the job.

Congratulations! Welcome to Koru Lifescience Limited, where you have the opportunity to demonstrate your commitment, charisma, & diligence to become a productive employee. We are confident that you will excel in your new role. How do you feel about this exciting opportunity?

You, Sat 5:28 PM

I am thrilled for the opportunity! Please email me an offer letter/documents to sign and return. My email address is [suegarcia513@outlook.com](mailto:suegarcia513@outlook.com). I appreciate the opportunity and I look forward to working with you.

Harrison George, Sat 5:36 PM

You're welcome! Your payment will be \$26.95 per hour, paid via Check or Direct Deposit - whichever you prefer.

You, Sat 5:51 PM

Your message yesterday stated ". The pay is \$35 per hour during full working hours, & the training is \$22.75 per hour." Can you please clarify?

Harrison George, Sat 5:51 PM

That was a typo. I'm sorry about that

You, Sat 5:55 PM

No problem, I will wait for your email that will show the corrected hourly wage.

Harrison George, Sat 6:09 PM

Perfect! You will receive an email with your job offer letter tomorrow morning. I'll let you know in advance so you can be alerted when it gets sent.

You, Sat 6:11 PM

Great! Have a nice evening and thank you again!

Harrison George, Sat 6:13 PM

We provide a variety of benefits to qualified full-time and part-time workers at our organization. Work/Life Balance, health and dental insurance, 401k plans, tuition reimbursement assistance, matching gift programs, community involvement, and tuition reimbursement are some of these benefits. In addition, our staff members are eligible for generous company discounts, paid time off, and holidays. We are dedicated to promoting the professional and well-being of our staff members.

You, Sat 6:14 PM

That is fantastic!

You, 1:59 PM

Good morning! I wanted to check to see if you had emailed my offer letter yet, I did not see anything in my inbox. If you have sent it, please confirm what email address you used. Thank you