

22Cred – WORK DESCRIPTION & HIRING PROCESS

1. Hiring Process – What to Expect

- Your application has been **shortlisted**.
 - If selected by the **Accounts Department** for company-funded training, you will receive an email with full instructions.
 - Once you receive that email, **begin training immediately**.
 - After successfully completing the training, you are **officially hired** — **no interviews are required afterward**.
 - 22Cred uses a recruitment model focused on **practical skills** and training, rather than traditional interviews.
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2. Training Details

- Training is **fully online**.
- It can be completed in a few hours, but we recommend spreading it over **1–2 days** for better understanding.
- Hosted on secure, widely used e-learning platforms.
- Fully **paid for by 22Cred**.

The training prepares you to:

- Follow strict **data protection**, confidentiality rules, and compliance guidelines.
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3. Expected Start Date

Start dates are scheduled between 15th and **22nd April 2026**, giving you time to prepare or transition from other commitments.

4. Onboarding Process

After completing your training, the HR Team will invite you to a **Zoom onboarding session** (±2.5 hours).

During onboarding you will:

- **Submit your documents:**

- Bank details
 - ID/Passport
 - Proof of Address
(Do not submit these before training.)
 - Receive your **employment letter** and a **24-month non-renewable contract**.
 - Get full access to your **22Cred Dashboard**.
 - Learn how to:
 - Manage support tickets
 - Track performance
 - View pay and future payouts
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5. Role Overview

This is a **fully remote Customer Support Agent** position focusing entirely on **chat and email support** (no phone calls).

You will assist **Canadian customers**, maintaining high standards of customer service while helping them understand financial products.

Key Responsibilities

- Handle email and live chat support tickets (approx. **25–75 per day** depending on volume).
- Provide accurate, polite, and timely responses about Financial Products.
- Escalate complex or unclear issues to senior agents or finance departments.
- Maintain professional, empathetic written communication at all times.

Important:

Your pay is **not** based on the number of tickets.

You are paid for **all active hours**, even if there are no tickets.

6. Compensation

Role Type	Hourly Rate	Overtime Policy	Payment Cycle
All Roles	CAD\$9/hour	Overtime after 6 months (CAD\$12/hour)	Paid bi-weekly (every 2 weeks)

Payments are made via **bank transfer** or supported payment partners.

7. Schedule

Operates in **Australian time zones**

- **Day Shift:** 8:00 AM – 4:00 PM
- **Night Shift:** 4:00 PM – 12:00 AM

You will select your preferred shift **after training**.

Your schedule remains **fixed for 12 months**, unless you choose to terminate and reapply.

8. Tools & Work Environment

You will work inside the **22Cred Dashboard**, which integrates all company tools.

Through the dashboard, you can:

- Track and respond to tickets
- Access company information
- View your hours and availability
- Monitor your earnings and projected pay

Additional Notes

- Dashboard access is granted **only after training and onboarding**.
- Productivity is monitored through login/log-out times and ticket handling.
- You must work in a **quiet, professional environment** with a stable internet connection to maintain communication quality and protect financial data.