



Questions and Answers (Q&A)

Listed questions and answers, all supposed to be commonly asked in some context, and pertaining to a particular topic

BILLING/ACCOUNTING ADMINISTRATOR

All applicants must have their own PC or device that meets our minimum requirements. (The minimum requirements mean that your computer or device is able to view Microsoft Word documents, PDF files, must be able to open online communication services such as email services offered by different providers, view websites etc.)

1. Will I need to come to your office for a face-to-face interview?

Due to the long distance of the position interviewing candidates for this position did not seem feasible. We use a “head-hunting” referral based recruitment process instead of interviewing candidates. All referrals come from our professional recruitment partners based on our basic requirements

2. Where is the job located?

This is a Telecommuting position (a work from home position). This means you will be working from the comfort of your own home.

(Telecommuting is a work arrangement in which employees do not commute or travel (e.g. by bus or car) to a central place of work, such as an office building, warehouse or store.)

3. RAYS hires employees in every state?

Yes, we do. RAYS delivers merchandise all over the world; this includes all the states within the U.S.

4. What times do I need to make myself available for RAYS to be able to work this position?

We believe flexibility is of great essence for both employees and employer therefore we have not set a fixed schedule for this position. We simply require that you meet the company deadlines set for each of the tasks assigned to you.

5. How much do I get paid?

Starting salary offered for this position is \$85,800.00 per year (note that the amount is paid in United States Dollars).

6. How do I get paid?

Our default method of salary payment is Company Check.

You can also opt to be paid by company Salary Debit Card. (This card will be provided by the company).



7. I received the Legal Agreement what should I do now? What's the next step?

To secure this position simply email a signed copy of the Letter of Offer you received. Please include a signed copy of the Legal Agreement you were sent.

Do not forget to fill out the information required on page 8 and page 10 of the Legal Agreement.

8. How do I sign the Legal Agreement? Is there a fax number?

Typewrite your name on page 1.

Typewrite the information required on page 7.

Typewrite your name on page 9.

The Legal Agreement will be sent via email to the recruiter that provided the Legal Agreement to you.

You can also sign the documents via the classic method. Print the document, sign it, scan it and send it via email.

9. Do I need any training for this position?

We do not see training, in the literal sense of the word, as necessary for this position. We do however believe in on the job training and offering explicit instructions, support and tips for each of the tasks we assign to any of our employees.

10. What kind of support will I have while I am working? What if I have questions?

Even though you will be working remotely from the comfort of your home, you will always have the support of your team. You will have a team leader who is available via email and phone.

We also provide technical support in the event that you have any problems.

11. Are there career advancement opportunities?

Yes, there are a variety of advancement opportunities available within the RAYS team. Many of our best performing BILLING/ACCOUNTING ADMINISTRATORS have been promoted to team leaders, coaches and account managers — while still working from home.

12. RAYS views this position as a long term requirement?

Yes, we view this position as a long term requirement; we can actually guarantee a minimum of 4 years of this position being open.

13. When would I be eligible to receive benefits?

After 30 days from your hire date you will be eligible for our voluntary benefit program that includes medical, dental and vision insurance for you and your family. For qualified employees (completed one year), we also offer a matching 401(k) plan.



14. Are the benefits different for full-time and part-time employees?

Both part-time and full-time employees are eligible for all benefits offered.

15. I noticed in the job description you sent me you also offer Cash Bonuses. How do "Cash Bonuses" work?

"Cash Bonuses" represent a small fee paid out by RAYS to each of our BILLING/ACCOUNTING ADMINISTRATORS. This fee can vary between \$50.00 and \$200.00 and is offered for each payment recovered by one of our BILLING/ACCOUNTING ADMINISTRATORS on behalf of RAYS.

16. Will RAYS ever asks for my Banking information?

RAYS will never ask you for your Banking information, we do not require such information and in all honesty having such information is a burden.

If you cannot find the answer to your question in our FAQ document, please feel free to email one of our recruiters.