OPPORTUNITY · FRONTLINE FRIENDLIES · SUPPORT TEAM

Connection Caller

The steady voice that opens the door · upbeat, clear, persistent, and never pushy.

You have stepped into one of the most personal positions within our family of companies — and right now, that means exploring whether your gift for reaching out by phone belongs as Connection Caller. We are glad you are here.

Welcome aboard. This role is often the first voice people hear from our family of companies. Every call you place, every need you hear, every appointment you set is the reason someone gets the right conversation at the right time. Your voice is the work.

GREAT in Action

Goals	Make approved calls that set appointments and open new business for our for-profit companies.
Role	Place approved calls. Use the approved opening, listen for the need, set an appointment or route the next step, and record every contact. For GFI, only invite a talk with a licensed person.
Expectations	Upbeat. Persistent. Respectful of every answer. Never pressuring.
Accountability	Own every call record. Route next steps promptly. Protect callers' privacy.
Timelines	Work toward 25 approved call attempts each week. Qualified next steps routed within 1 working day.

What You Will Actually Do

Daily Duties

- Place approved calls using the approved opening.
- Listen for each caller's need.
- Set an appointment or route the next step for each interested person.
- Record the reason and result of every connected call.

Weekly Goals

- Complete your scheduled approved call attempts.
- Route every qualified next step promptly.
- Make sure no caller is left waiting for a response.

- Share common caller questions with leadership.

Collaboration & Coordination

- Route callers to the correct person or information.
- Work with the Appointment Arranger when a conversation needs scheduling.
- Flag repeat questions to leadership so answers can improve.

Tracking & Reporting

- Maintain private, accurate call records.
- Report weekly on calls made, needs heard, and next steps routed.
- Track repeat questions and suggest clearer answers.

What We Are Looking For

- Warm, clear phone voice.
- Good listener.
- Comfortable with scripts and records.
- Respects privacy.
- Patient with every caller.
- Never pushes or pressures.

WIIFM · Be the voice that helps.

Each call is a chance to connect someone with something that can truly help. You build communication skills that last, in a setting where respect comes first every time.

Engagement at a Glance

Position Type	Employable Employee
Type	Part-time or full-time employee
Reports to	Operational Officer or designated leader
Time Commitment	Part-time · scheduled call blocks
Location	Remote
Compensation	Hourly or salaried, by arrangement
Growth Pathway	Connection Caller → Appointment Arranger → Charismatic Connector