

Frequently Asked Questions



Q: What does an average CSR cost through Vivaro?

A: The average CSR costs about \$2800/mo. This includes your employee's salary, medical benefits, social security, and all other social programs in El Salvador. Vivaro bills your company monthly and payments are made directly to our US bank account.

Q: What other fees or additional costs are there like when using ZipRecruiter or other online job platforms?

A: None! There are no startup costs or recruiting fees for anyone within GDF. All members also get their \$500 equipment fee waived as well. There is no cost to interview candidates, and we are constantly recruiting within the home services space.

Q: How does the process work? How quickly can you hire someone for my business?

A: We typically hire within 2-3 weeks, depending on your availability to interview and approve candidates. Hiring CSR's specifically is a very common role for us which means we may have strong candidates available to interview immediately. To start, we meet to discuss the role, align on budget, and get list of the tasks/skills required from the job. After that our team will do the initial recruiting and screening of all applicants. From there, our recruitment team narrows it down to 2-3 candidates for you to interview. We will run as many rounds of interviews needed (at no cost) for you to feel ready to make an offer to the candidate.

Q: Let's say we hire someone that doesn't work out early on. What are our options?

A: In the rare case that your initial hire doesn't work out, we will replace the candidate at no cost to you. We will go through and re-recruit, re-screen all candidates, and continue to take your input into helping us find a long-term fit for your business.

Q: Where will my employee work?

A: Our office is located in San Salvador, the capital city of El Salvador. Our office is equipped with modern computers, backup power and backup internet to ensure that your team stays operational no matter what.

Q: I'm worried about the accents my CSR will have on the phone with my customers.

A: This is a very valid concern. When we screen our candidates we make sure to talk to them on the phone to ensure a high level of English competency. Many of our candidates have worked for US businesses in the past or may have lived in the US as well.

Contact Us!

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