



Vivaro Nearshore Profile for Garage Door Freedom Members

1. About Vivaro Nearshore Recruiting

We are a remote hiring and staffing management firm specializing in hand-selecting top-tier nearshore talent (remote staff from nearby countries). We hand-pick professionals who share your time zone, speak your language, and understand your business culture, crafting high-performance, customized teams for each of the industries we work with.

This approach means our hires are not just filling a seat — they are invested in your business, committed to your success, integrate seamlessly, stay long-term, and are equipped to make an impact from day one.

We support 50+ growing companies in industries like Home Services, Legal, Marketing, Tech, and Healthcare, among others.

After many years of working with Garage Door companies — from Florida to Washington and Minnesota — we've learned their specific hiring needs and what separates businesses that scale successfully from those that get stuck.

Our commitment to Garage Door Companies is simple: to be the right hiring partner so your team members can book jobs directly into your scheduling system, respond to inquiries, keep your customers informed and happy — while you focus on what you do best.

2. What Sets Us Apart from Other Remote Outsourcing Firms

Most remote outsourcing or freelancing companies handle recruitment like an assembly line. They connect you with people, but they do not ensure those people will understand your business, integrate with your team, or stick around when things get challenging.

They churn out candidates without truly understanding the unique business needs of their clients, treating remote work like it's just regular work happening from a different location.

Additionally, they don't offer legal coverage or benefits to the talent they're hiring, so both parties are gambling on their luck. As a result, contracts can end from one day to the next, leaving your processes incomplete.

We've heard it all, and we have built a whole system to eliminate these risks — for clients and employees — before they start.



2.1 The Vivaro Difference: Our Handpicked Hiring Process

Great hires don't happen by luck. They happen because there is a dedicated team working to get it right. We take time to understand your needs before connecting you with pre-vetted talent.

Here's how we do it:

- a) **Handpicked professional candidates – Selected based on your specific needs**
 - **Candidate curation** – Our HR team screens thousands of applicants to find only those who fit your skills, culture, and needs.
 - **Cross-industry search** – This approach lets us suggest candidates you might not have considered but who are perfect fits based on skills and experience, not just profiles.
 - **Deep vetting** – We look beyond résumés and buzzwords to evaluate adaptability, initiative, and problem-solving ability.
 - **Shortlist & interview** – You meet only the best matches, already pre-vetted by us.
- b) **Ongoing partnership, not just placement:**
 - **Integration support** – We onboard your hire into your systems and processes.
 - **Ongoing oversight** – We provide continuous HR support, performance check-ins, and a professional workspace for your remote hire.
 - **Scheduling and coverage management** - We coordinate scheduling and ensure your business is always covered.
- c) **Employee management:**
 - We handle the daily employee support that usually falls on your plate.
 - We provide employee feedback and structured oversight to ensure accountability and performance.
 - Regular check-ins so you stay informed without micromanaging.
- d) **Compliance:**
 - We handle all compliance and documentation, keeping you protected.



3. Roles we commonly place for Garage Door Companies

Customer Service Representative (CSR)

Our pool of CSRs has experience in diverse operations. We understand that when it comes to hiring CSRs, we are looking for individuals that can engage and booking the call ultimately driving up booking rates and sales. The day-to-day tasks that CSRs handle include:

- Customer inquiries
- Service scheduling and dispatching
- Billing and payments
- Complaint resolution
- Upselling and cross-selling
- Customer follow-up
- Database management
- Administrative Assistants

Other common roles we provide include:

- Scheduling/Dispatch Coordinators
- Marketing Assistants (digital campaigns, social media, content updates)

4. What our clients say about us

a) Cornerstone Garage Doors Experience with Vivaro

For Bryan Huddleston, owner of Cornerstone Garage Doors, the need was clear — but finding the right help wasn't easy.

“We needed back-office support for booking jobs, running marketing campaigns, phones, follow-up, and other admin work,” Bryan shared. “We tried hiring locally, but had trouble finding people who could work with our processes.”

Offshore virtual assistants also did not quite fit what Bryan needed: a true team member who could take ownership and grow with the business. That is when he partnered with Vivaro — and we got to work finding the right person to fit his team and goals.



We introduced Bryan to Ana, a skilled and motivated professional with a background in customer service and marketing. Ana quickly became a key asset to Cornerstone Garage Doors.

“Ana is great at customer service and helping with lead generation activities,” said Bryan. “She even took the initiative to develop and complete a marketing project on her own — and it had a direct impact on our revenue and operations.”

The Vivaro Experience

Bryan emphasized that what made Vivaro stand out was our hands-on approach and continued partnership.

“Vivaro was with us every step of the way. They were great advisors, gave us excellent candidates, and helped set expectations that led to success,” he said.

With Ana on board, Cornerstone Garage Doors has been able to operate more efficiently and focus more energy on growth. From customer communication to marketing execution, the business is running smoother — and seeing real results.

When asked what he’d tell other business owners considering Vivaro, Bryan didn’t hesitate:

“You should have Vivaro on your short list for finding back-office talent. Lean on them during hiring and development — they’ll support you like a real partner. Great value, great support, great advice, great talent. Vivaro treats us like a true partner.”

5. Results our clients see most often

- **Lower turnover:** We treat your hires like people, not numbers. We care about their growth, satisfaction, and fit with your team, so they stay.
- **Ongoing support and communication:** We don’t disappear after placement; we stay involved to ensure long-term success.
- **Proven results:** Clients consistently report better performance, higher booking rates, lower turnover, and improved operational flow.



6. Why Garage Door Freedom Members should work with Vivaro

Garage Door Freedom members operate in a competitive, fast-moving market. Every minute spent struggling with hiring is a minute lost on serving customers and growing your business.

We're ready to help you find the right people to keep your business moving forward. Whether you need a CSR to handle your phones and scheduling, a marketing assistant to boost lead generation, or a full back-office support team — we've got you covered.

7. Contact

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