

## CrossBorderJobs Recruiter Training Manual

Duration: ~2 hours

Format: PDF (Text + Images)

Trainer: Rick Hanno

Target Audience: New Freelance Recruiters

Objective: Equip recruiters to successfully guide candidates through the Teleperformance hiring process, achieving 5+ placements per month.



### Module 1: Welcome to CrossBorderJobs

#### Introduction

Welcome to CrossBorderJobs, where we connect talented individuals with life-changing opportunities abroad. As a recruiter, you're not just filling vacancies — you're helping people relocate, start new careers, and transform their futures. This module introduces you to our mission, values, our clients, your role, and how to succeed in this unique and impactful work environment.

CrossBorderJobs is not a traditional staffing agency. We operate across borders and languages, combining technology with human support. Our team is fully remote and works asynchronously across time zones. We value autonomy, ownership, and impact. The success of a recruiter is measured not just by placements, but by how smooth the process feels for the candidate and how well we deliver on expectations.

#### How to Be Part of Our Team

- Learn about our core values: transparency, integrity, speed, accountability, and candidate-first thinking.
- Understand our clients, with a primary focus on Teleperformance (TP), a global leader in BPO services.
- Explore our target markets: Greece, Portugal, Spain, and Malta — countries known for their low cost of living, high quality of life, and booming outsourcing industries.
- Recognize your responsibilities: sourcing, interviewing, uploading, following up, and supporting every candidate until they start.
- Learn about our compensation model: €250 per placement, paid 30 days after the start date, with flexible hours and high autonomy.



💡 Example: Recruiter Lara onboarded 3 candidates to Lisbon in her first month by following our exact script, updating the tracker daily, and sending friendly check-in messages. She earned €750 and was promoted to lead the Spanish desk.



## Module 2: The 7-Step Recruiting Process

### Introduction

This is the engine that drives your success. These 7 steps are the backbone of the CrossBorderJobs method. They're simple, repeatable, and designed to make you efficient without losing quality. Following these steps will help you build trust, reduce dropout, and increase the number of placements you make each month.

We want recruiters who act like career coaches: organized, motivating, and reliable. Candidates need guidance — you'll become their main contact, answering their questions and moving them through the funnel.



## How to Apply the 7 Steps

### Step 1: Candidate Selection

Use filters on LinkedIn, job boards, and referrals. Choose candidates with:

- EU/EEA passport
- B2+ English or other languages
- Relocation availability within 30 days
- Professional attitude

Example: Avoid candidates who say, "I only want remote jobs." That's a red flag. Instead, choose those excited about adventure and ready to move.

### Step 2: Qualification Call

Book a quick 10-minute video or phone call. Confirm:


- Language level (ask a few English questions)
- Work background (service, hospitality, etc.)
- Motivation for relocating
- Expectations about salary/housing/lifestyle



Script:

"Hi! Thanks for applying. I'd love to learn more about you. Can we start with why you're interested in working abroad?"

Example: "I've always wanted to live in Greece. I speak German and English, and I've worked in hotels for 2 years."

 Qualified.

### Step 3: Upload to TP Platform

Follow the upload SOP (Standard Operating Procedure):

1. Enter candidate data
2. Select correct project/location
3. Paste call notes
4. Attach CV
5. Submit

Example: Notes can include: "Motivated to relocate within 2 weeks. Speaks fluent German and English. Ex-hotel front desk staff. Wants Athens."

### Step 4: Language Testing

Send the test link and instructions. Follow up within 24h.

- Emphasize no cheating
- Provide test completion deadline
- Check test result in TP backend

Message Template:

"Hi! You'll receive a language test link. Please complete it in a quiet room with a headset. Let me know once it's done. Deadline: tomorrow evening."

### Step 5: Interview Scheduling

Once test passed:

- Confirm availability
- Schedule through TP system or recruiter
- Send reminders 24h and 2h before interview



## Message Template:

"Your interview is confirmed for Wednesday at 3 PM Athens time. Please be on time, use a laptop, and check your internet connection. Good luck!"

## Step 6: Start Date Confirmation

After candidate is selected:

- Confirm contract sent/signed
- Confirm flight booked (if needed)
- Confirm start date

Tip: Candidates often forget to send confirmation. Ask: "Have you signed the offer yet? What date are you flying?"

## Step 7: Onboarding + Flight Day

Send checklist:

- Passport + ID copy
- Flight confirmation
- Emergency number
- Welcome message!

"Bon voyage! You're about to start an incredible journey. Message us when you land so we can mark you as started!"

💡 Example: Recruiter Joel shared a 2-min video message before flight day, and his candidate wrote a 5-star review of his support. Extra trust = higher retention.



## Module 3: Communication Standards

### Introduction

Every message you send reflects our brand. Candidates judge our professionalism based on how you communicate. This module helps you understand how to set the right tone: not too cold, not too casual. Be helpful, clear, and consistent. And most importantly: be honest.

We're not selling dreams. We're offering real jobs with real conditions. Managing expectations helps avoid last-minute dropouts.

### How to Communicate Effectively

#### Tone = Informal Business

- Friendly, short, clear
- No jargon or emojis in excess
- Use candidate's first name

#### Response Time

- Reply within 24h
- If unsure, say: "Let me double-check and I'll get back to you tomorrow."

#### Templates to Use

- Intro reply
- Test follow-up
- Interview prep
- Flight checklist
- Welcome message

#### Things You Should Say

- "The salary is modest, but the cost of living is low."
- "Most candidates stay 6–12 months. Some stay forever!"
- "We're here to help you every step of the way."

#### Things You Must Avoid

- "You'll be rich." ❌
- "It's an easy job." ❌
- "They hire everyone." ❌

💡 Example: Recruiter Ana explained Greece's cost of living using a Google Doc with food and rent prices. Her candidates showed up more prepared and happier.



## Module 4: Platform Use & Technical Flow

### Introduction

Precision matters. Uploading a candidate with errors or incomplete data causes delays and lost placements. This module teaches you how to use the TP platform, trackers, and internal systems efficiently and error-free. It's not hard — but it does require focus.

### How to Work With the Platform

#### Before You Upload

Make sure:

- Candidate passed your qualification call
- CV is professional (PDF, English)
- All required data is confirmed

#### Uploading Steps

1. Log in to TP portal
2. Enter personal data
3. Select location and job category
4. Paste recruiter notes
5. Upload CV
6. Click Submit

#### After Uploading

- Note it in Google Sheet
- Set a 24h reminder to follow up on test
- Ping Rick if TP system crashes

💡 Example: Recruiter Ben uploaded 30 candidates in a week by blocking 2 hours daily just for sourcing + uploading. He avoided burnout by batching tasks.

### Use the Tracker

Track:

- Upload date
- Test status
- Interview result
- Start date
- Notes

Stay organized = more placements, fewer mistakes.

## Module 5: Candidate & Client Handling

### Introduction

Every recruiter is a “bridge.” One side is the client (Teleperformance), the other is the candidate. If the bridge is shaky, someone will fall. Your job is to keep communication flowing between both sides — with empathy, speed, and structure.

This module teaches you to manage relationships like a pro.

### How to Handle the Process End-to-End

#### Phase 1: Build Trust

- Send friendly intro message
- Explain steps clearly
- Ask about their goals

#### Phase 2: Set Expectations

- Be real about salary, housing, and location
- Use examples and data

#### Phase 3: Coach, Don't Sell

- Help prepare for interview
- Share success stories
- Stay calm if delays happen

#### Phase 4: Celebrate + Learn

- Congratulate them on starting
- Ask for feedback
- Share positive stories with the team

💡 Example: Recruiter Karla asks every candidate to send a selfie on arrival in Lisbon. She adds it to a “Wall of Stars” in her intro deck for new candidates.





## Module 6: KPIs, Reviews, and Growth

### Introduction

You're not alone. We track your performance, offer coaching, and help you grow. The better you do, the more we invest in your success. Metrics help us identify blockers and boost results. This module shows you what to focus on, how we review you, and how to ask for support.

### How to Meet and Beat Your KPIs

#### KPIs

- 5+ placements/month
- 20–60 candidate submissions/month
- Under 48h average response time
- Weekly presence in team check-in and 1:1

#### Tools

- Google Tracker
- Monthly dashboard
- Personal feedback sessions

#### Support Plan

- Below target 1st month: extra coaching
- Below target 2nd month: improvement plan
- Below 3rd month: contract review

💡 Example: Recruiter Max was struggling with sourcing. We gave him a LinkedIn script + 3 job board accounts. He went from 2 to 6 placements in one month.



## Module 7: GDPR & Candidate Data Protection

### Introduction

Handling personal data is a big responsibility. GDPR compliance is essential — not optional. Candidates trust us with sensitive information. A single mistake can cost us our reputation and legal trouble. This module shows you how to handle data ethically, legally, and securely.

### How to Stay Compliant

#### Do This:

- Use only approved tools (Teams, Gmail, Google Drive)
- Lock your computer when away
- Delete candidate data after they start or reject

#### Don't Do This:

- Save CVs on your desktop
- Use WhatsApp for file sharing
- Send files to friends or other recruiters



## Candidate Consent Language:

“By continuing this process, you agree that your data will be securely stored and shared only with our hiring partner for recruitment purposes.”

💡 Example: Recruiter Emma accidentally emailed a CV to the wrong address. She immediately flagged it, and we acted fast — no harm done. Always report issues fast.

## Final Step: Online Assessment

### Introduction

Ready to prove what you’ve learned? The final step is a short quiz covering the essentials of every module. It’s not hard — if you paid attention. Once you pass, you’re officially ready to recruit!

### How to Take the Quiz

- Go to: [Assessment](#)
- Complete 10 multiple-choice questions
- Score 80%+ to pass
- Get your recruiter badge by email
- Start working on real placements immediately

## Final Notes & Support

### Questions? Need help?

- Email Rick: [rick@crossborderjobs.online](mailto:rick@crossborderjobs.online)
- Team Chat: Microsoft Teams or Google Chat

Let’s make cross-border careers a reality — one candidate at a time.