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## **Working from home a growing opportunity in the teleservices industry** *For those with a disability, it helps get them back into the workforce*

**Akron, Ohio, September 24, 2009** – If you were to receive a phone call from [InfoCision](#) employee and Fairview Park resident, Michael Berwald, you would never know that he is legally blind and uses a special voice output screen reader called [JAWS®](#) to “read” his calling script. But with advances in technology and the internet, people like Michael, who are talented and hard working, can find good paying jobs working right from their own home.

Mike is part of a growing number of teleservices representatives who, rather than commuting to an office, work from the comforts of their homes and set their own schedules. According to communications network provider Avaya, home-based agents currently working in the United States are predicted to reach 330,000 by 2010.

Homeshoring, as the industry refers to it, is gaining ground in the teleservices industry and InfoCision, headquartered in Akron and the second largest privately held teleservices company, is tapping into a growing pool of talented and hard-working individuals who are eager to work, but having difficulty finding quality jobs. Whether physically disabled, caring for children or a sick or elderly relative or unable to drive to a brick and mortar job, these individuals who want or need to work from their homes represent a rapidly growing demographic.

Currently InfoCision employs over 240 work at home employees, of which seven are visual impaired.

**InfoCision offers the following tips to avoid being scammed by illegitimate work at home jobs:**

- **Never pay to work**
- **Understand the offer.** The company might be selling you materials, not employing you.
- **Be cautious of emails offering work at home opportunities; many are fraudulent.**
- **Ask for a list of people who are working for the company you’re considering and see if the company kept its promises.**

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- **Be aware of legal requirements. Some types of work, like medical billing, might require a license or certificate**
- **Don't give out personal information to a person or company you don't know.**
- **Check the company out through the Better Business Bureau, the Federal Trade Commission or state attorney general.**

Mike, who is legally blind, celebrated his two year anniversary in July, and attributes his success at InfoCision in part to the fact that **JAWS®** has been scripted to work with InfoCision's programs.

**JAWS®** is what's called a voice output screen reader. The software includes a speech synthesizer and sound card that reads from the screen out loud. Mike uses a dual headset with the phone in one ear to listen to the donor and **JAWS®** in the other ear to listen to the script. He uses the function keys to navigate through the script. Mike said he has never used **JAWS®** in this way before and admits that it took some getting used to. He also uses **JAWS®** to read emails from his supervisors and to chat online with his co-workers.

Some of the requirements to work from home include owning a computer that meets the following requirements: A 17-inch monitor or one with resolution of 1024 x 768; DSL or cable high speed internet access, Windows 2000 or XP. In addition, individuals need to have a valid e-mail address and a home phone line.

**Editor's Note: InfoCision will be interviewing for Work at Home positions on October 2, 9, 16 and 30, 2009 at the Employment Connection, 11699 Brookpark Road, Parma, Ohio. Those interested in scheduling an interview can call the InfoCision Jobs Hotline at 800-210-6269. No telemarketing experience is necessary – we provide extensive on-site training and coaching via the Internet.**

### [About InfoCision](#)

Founded in 1982, InfoCision Management Corporation is the second largest privately held teleservice company and is a leader in customer care services, commercial sales and marketing for a variety of Fortune 100 companies and smaller businesses. InfoCision is also a leading provider of inbound and outbound marketing for nonprofit, religious and political organizations. Headquartered in Akron, Ohio, InfoCision operates 30 call centers at 12 locations in Ohio, Pennsylvania and West Virginia. InfoCision has been named one of the top ten best employers in Ohio by the state chamber of commerce. For more information on InfoCision please visit [www.infocision.com](http://www.infocision.com).