

HGS Canada FAQ's



FREQUENTLY ASKED QUESTIONS

What kind of careers/positions does HGS offer?

- Customer Service Roles

Why should I create a profile and upload my resume to JoinHGS.com?

- After registering, uploading your resume and choosing your location, a recruiter will call you for a brief pre-interview immediately. It is better to apply early for the next available class to secure your place!

What is the interview process like?

- The on-site interview is usually just over an hour in length. We will ask you questions about your previous employment history in customer service, and ask you to complete assessments to identify your skill-set. All positions require a clear background check and a minimum of two business references.

How can I apply for a position?

- Once you have searched our current openings and have found a position for which you are interested in, please click the "Apply" button on JoinHGS.com. You will be asked to create a username and password, provide your contact information, and upload your resume. It's that easy!

How do I refer a friend to HGS Canada?

- If you are hired and refer your friends to HGS, you will be awarded a referral gift. If they are hired, you will receive HGS attire and begin to earn \$\$\$!

How do I update or change my profile or application information?

- Simply access your profile on JoinHGS.com using your established username and password and make your required changes or updates.

How will you contact me?

- We will contact you by phone immediately after receiving your application.

I speak other languages than English. Is this considered an asset at HGS?

- Some of current locations have Bilingual (French) Agent positions and a wage premium is offered for additional language competency.

I want to research HGS prior to my interview. What do you suggest?

- Feel free to search HGS on TeamHGS.com or visit our site!

