

TechSF

Trust, Safety
& Avoiding Scams
For Gig Workers &
Skilled Freelancers

Part 5

Trust, Safety, & Avoiding Scams



Course Outline

- Trustworthy Gig Workers
- Profile Tips
- Avoiding Scams
- Safety
- How to Handle Emergency Situations

Trustworthy Gig Workers

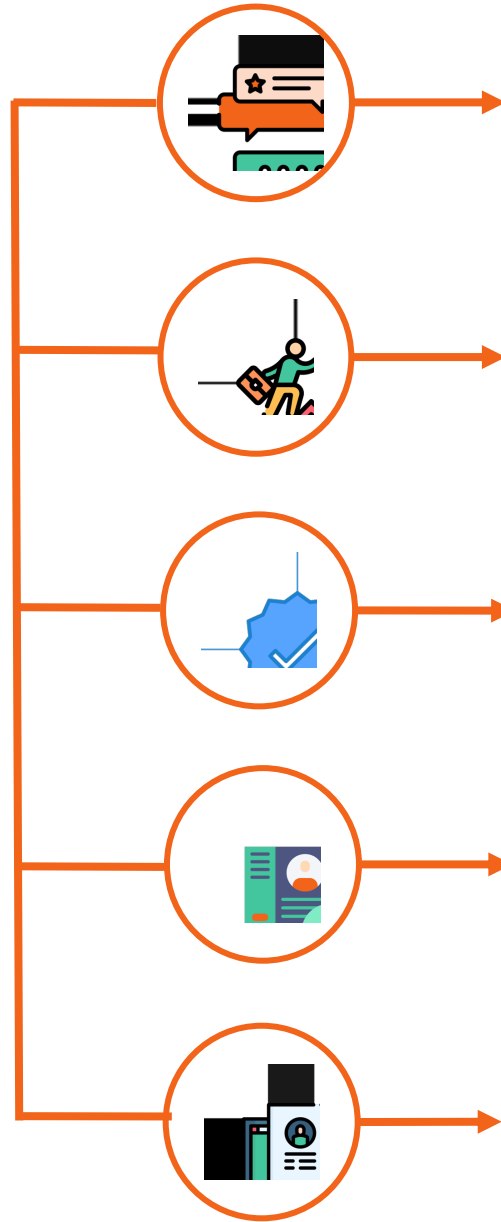
1. Consistence- Trustworthy people say and do the same thing the same way to everyone in every situation. This repeat pattern is stable and predictable which then reinforces trust.
2. Resourceful- Trusted people are always learning and growing. They find ways to help inspire and support others and are always happy to share those resources.
3. Kindness- Trusted people are kind, considerate, caring and giving. They look out for each other on good and bad days. They are always willing to help and consider other's feelings.



4. Authentic- People want to be around others that are real, authentic and have high character. Authentic people are not trying to be above anyone else. They are likeable, humble and easy to talk to.
5. Honesty- People who are honest are not afraid of the truth. They are straightforward fair and sincere with their actions.
6. Compassionate -Trustworthy people put themselves in other people's shoes. They are always thinking of others, and how they can help.

As a Gig Worker or Skilled Freelance Worker, trust is very important for your success.
 The people who use your service must feel that you are trustworthy, reliable, dependable and accountable.

Presenting a Trustworthy Profile on a Gig Platform



#1: Ratings & reviews

Most gig platforms allow clients to leave public reviews or ratings on a worker's profile. Positive reviews and ratings can help potential new clients see your skills and quality of work.

#2 Jobs Completion

The more jobs you complete, the more you demonstrate that you are a trustworthy worker. The higher overall rating and positive reviews you have will be supportive information.

#3 Account Verifications

Most platforms will require workers to complete at least one verification by uploading an ID/Driver's license, verifying bank account information, confirming your address and/or telephone number, or link your social media accounts (Facebook, LinkedIn, Twitter, ect.).

#4 Background Check

Some gig platforms may require a background check. Background checks can help you secure more jobs by assuring clients you are trustworthy. Some platforms will cover the cost of the background check, while others may charge you for a said fee.

#5 A Completed Online Work Profile

Your online work profile is your first chance to make a good impression on clients. A complete profile should include; a professional-looking profile picture, complete description in all profile sections and account verifications.

3 Ways to Build Trust

#1 Good Communication

One of the best ways to build trust is professional communication. This includes responding to clients in a timely manner. If something goes wrong, let the client know as soon as possible, and provide regular updates on your progress.

#2 Good Performance

Actions speak louder than words. Performing well will make clients trust that you can get the job done and increase your chances of getting repeat work.

#3 Set Realistic Expectations

Winning a client's trust depends on meeting/surpassing their expectations. Before you start a job, make sure you and the client agree on the details of the project. If there isn't enough time to do everything the client requested, work with them to prioritize the parts of the job that are most important.

Be On Alert For Scams



Most of the jobs on gig platforms are posted by real clients, not scammers.

You should pay careful attention for any warning signs of possible scams.

Identifying & Avoiding Online Work Scams for Skilled Freelance Workers

Most of the jobs on online work platforms are posted by real clients, not scammers. However, you still need to pay careful attention for any warning signs of a scam.

Here is an Example:



Needs to hire 15 Freelancers

We Require the **S**ervices of a virtual attendant to answer live chat-video calls. **And manually** approve system transactions when **prompted**.

Attendant will be provided with predefined questions **and answers and** needed system operation instructions.

Must be from one of the countries listed below and, **UNDESRSTAND ENGLISH**, and have a valid international passport-

Supported countries are: Austria, **Belbium**, Bosnia, **Bulgeria**, Croatia, Czech Republic, Cyprus, Denmark, Estonia, Finland, France, Germany **Greecee**, Hungary, Ireland, Iceland, Italy, **Latvia**, Liechtenstein, Lithuania, Luxembourg, Malta, Netherlands, Norway, **Switzerland** United Kingdom,

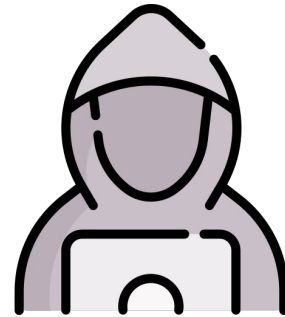
Working hours: 9am-3pm in Europe/London Time
Communication: phone chat other
Skills Required: English

Watch Out For These Scams



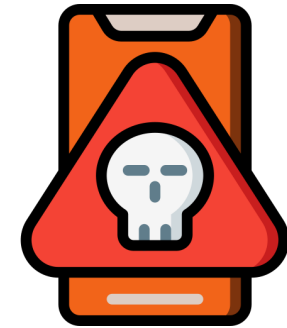
Purchase Scam

When a fake client asks a gig worker to purchase an expensive item and does not repay them for their expenses.



Training Scam

When a fake client offers a skilled freelancer a job but requires them to purchase “training materials” from them in order to “prepare” for the job.



Text Message Scam

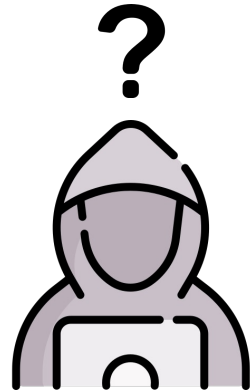
When a scammer sends a text for a job offer that claims it comes from an online platform. Most online platforms will never text workers job offers. The same goes for Facebook messages.

It's Probably a **Scam** if...



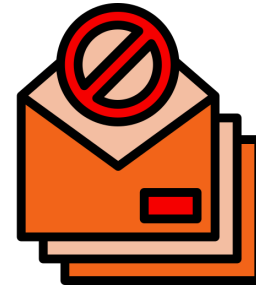
Spelling Errors

If the message or email is full of grammatical and spelling errors, do your research to make sure it's legit.



Information Changes

A scammer may slip up if they are scamming multiple people at once. For example, they might mix up the name of the company or if the information they give you doesn't match up.



Scripted

If you ask questions about a job and you receive the job posting again in response, be cautious. Be wary if you don't receive any new information or actual answers to your questions.



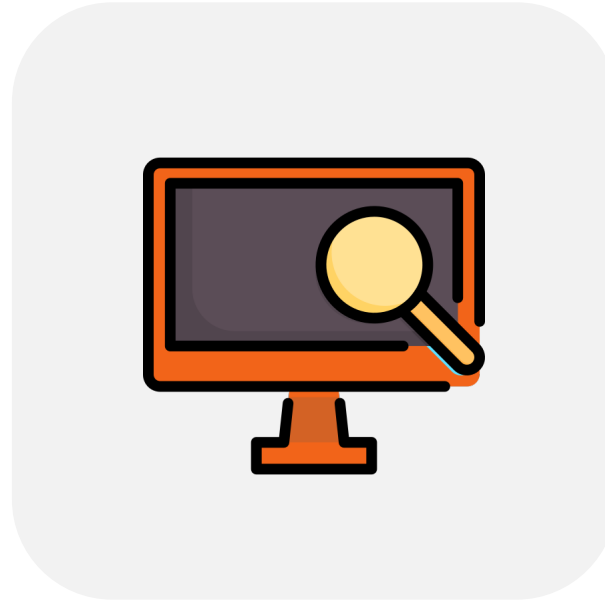
Impatient

Scammers want to conclude their business as fast as possible. If the person you're speaking with is overly impatient with your questions or clarifications be careful.

What To Do If You Suspect A Scam



Ask the client more information to learn about the job.

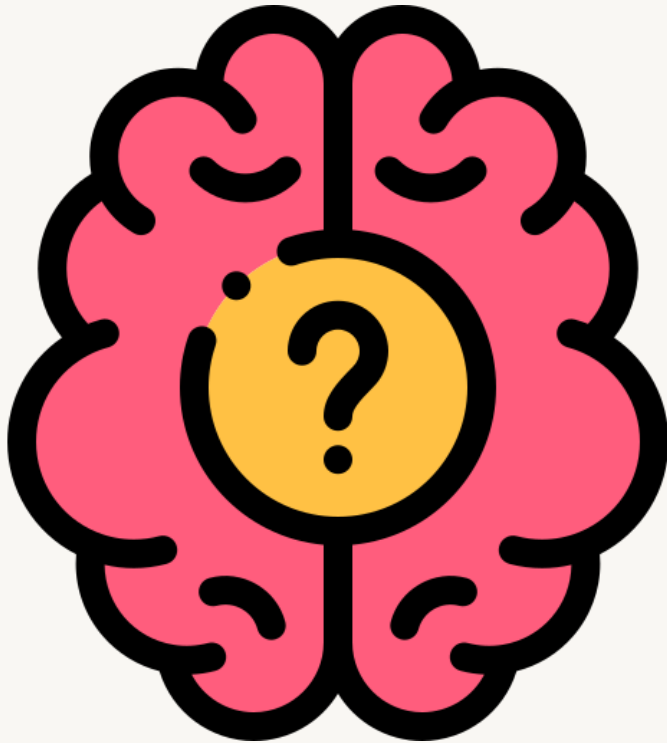


Research the client's platform profile and do a quick internet search.



Be hyper-alert for other hints of a scam, like asking you to accept payment outside of the online work platform.

Too Good to be True...?



If a job seems too good to be true, it probably is!

PLEASE USE COMMON SENSE.

Physical Safety is a **Priority**

The vast majority of gigs are perfectly safe, but some gig work may bring you into environments that require safety awareness.



Gig workers often work alone



Gig workers sometimes enter their clients' homes



Gig workers often work late at night

As with anything, be **street smart** and **always be aware of your surroundings**.

Three Safety Rules to Remember



1

Trust your instincts: Immediately remove yourself from situations or environments that you sense are dangerous

2

Know who to call: Call the police and/or the platform to report dangerous activity. Save important numbers (like customer support) in your phone.

3

Just say no: Don't put yourself in danger to avoid a bad rating, it's better to be safe than sorry.

Responding to Dangerous Situations

A situation does not have to be an emergency to still be dangerous. Contact the platform's customer service if;



A client acts inappropriately, report them to the platform's customer service department. If you feel legal action may be necessary, you should also contact the police.



A client asks you to do something dangerous, politely tell them that you are not able to complete their request. If they insist, contact the platform's customer service department and explain why you cannot complete the job.



A client complains about the quality of your work isn't a safety issue, so first try to resolve the issue directly with the client. If they client becomes aggressive or hostile, then you can consider contacting customer service.

Who Should You Call?



Call **customer support** if:

- The client makes you uncomfortable or asks you to do something unreasonable or illegal
- You're unable to finish a job due to a safety concern

or



Call **911** if:

- The client threatens you in any way or if you're in immediate danger
- A medical emergency arises

Safety Tips

In order to protect yourself:



Never meet a client in an unusual area, such as a dark alleyway or empty parking lot



Never impersonate your client for task. This could be illegal



Never agree to do anything illegal



Never do anything physically dangerous without appropriate training and safety measures

Above all else, YOUR Safety is the number one priority!



Continue to Part 6

Goal Setting & Career Planning for Gig Workers & Skilled Freelancers

**For More Information
Contact:
TechSF@sfgov.org**

