

# Welcome and Orientation Package

(Agents, Assistants and Researchers)

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# I. The Society

## *A Brief History of the Society*

The earliest iteration of paranormal observation sprung out of the experiences of a little-known Greek philosopher named Arcminides in 4<sup>th</sup> Century BCE. Having lost one of his pupils in a werewolf attack, Arcminides swore to uncover the truth about the nature of the werewolf and other paranormal inhabitants of our world. He believed that if the true nature of the beast could be understood, then humanity would be better prepared to deal with any and all interactions with what he called “The Shadow World.” Along with his students, he began the first classification of paranormal beings in existence.

Well over a thousand years later, the Society was officially formed by a small group of scholars from different countries around the world. At the time, any discussion of the paranormal as a part of the natural world was considered heresy by the Church. For fear of persecution, they referred to it as “Our Great Society” in what was exclusively epistolary discussion on the nature of the Shadow World (a term they borrowed from Arcminides, despite the fact that his writings had appeared on the “Forbidden Indexes” so popular across Europe). Slowly, their group grew in number until it spanned numerous countries. Despite potential danger, many members of the Society were monks and communicated through highly-encrypted missives.

Membership and interest continued to grow and develop through the centuries. Our Modern Society and what we know today can probably first be traced back to a meeting of six men in England on November 17<sup>th</sup>, 1838. Though the tradition of missives had continued, the Victorian Six (as they came to be known) were in the unique position to meet each other in person. The Six represented four different countries and the interests of thousands of members. Each committed to establishing an underground brotherhood committed to research and understanding. They brought their decisions back to their home countries, where meetings between Society members suddenly became frequent and valued.

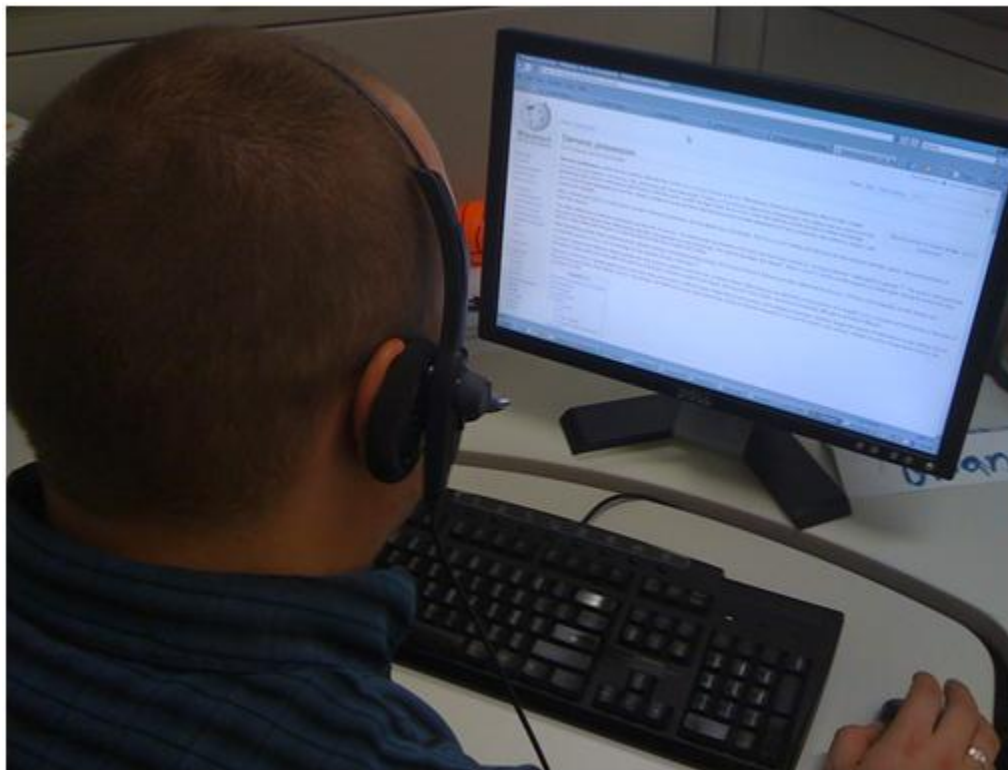
## *Who We Are Today*

Fast forward to today. The Society employs over ten thousand employees from all corners of the world, with agents stationed on every continent. We have major centers in Toronto, San Francisco, Tokyo, Mumbai, London, Mexico City, Paris, Sydney, Hong Kong and St. Petersburg which are responsible for employing two-thirds of our workforce. Our Head Office in New York City hosts all of our Corporate Leaders and is the current home of Umbra—the Head of our organization.

So where do you come in? Since the first meeting of the Victorian Six, we have opened and resolved fifteen thousand case files. For the last twelve fiscal years, we have delivered an exceptional 85% solve rate from our Field Agents. Our Research and Development Team helped drive our positive net gain every quarter and contributes to the ongoing advancement of countries across the world.

Our mission statement says it all: *The Society is committed to providing a secure and confidential line of support to paranormal and human beings alike.* This means that we investigate any issues that could negatively impact any number of people. In a typical year, our agents resolve x number of cases and positively contribute to our relationships with both paranormal and human communities. We are also responsible for liaising with civilian governments and protecting the interests of their paranormal residents.

Sound like your kind of place? Well then welcome aboard!



*One of our knowledgeable Call Center Representatives*

## II. Your Employment

### *A Word on Recruiting*

If you're reading this, then you likely received a letter from our offices indicating our interest in bringing you aboard. Society recruitment is by invitation only, save for exceptional circumstances. This allows us to bring in only the very best people so we can deliver on our commitments. We look at a large number of backgrounds and while many of our agents are drafted from other law enforcement agencies, this is not a pre-requisite. We have had a lot of success bringing in post-secondary graduates and even private investigators. The most important thing we look for in our people is integrity and strong moral fiber.

If you know someone that you would be a good fit for our organization and meets our standards of employment, please don't hesitate to get in touch with our exceptional team of Recruitment Coordinators. We interview all potential employee referrals.



*One of our Researchers saved her letter and agreed to let us share it.*

*New Hire Training*

As we mentioned, our Agents come from many different backgrounds, so our New Hire Training is extremely thorough and in-depth. Each of our major centers hosts two New Hire classes every year. We cover everything from deductive reasoning (week one) to basic forensics (week three) and the basics of the paranormal world (weeks four through thirty). This training is a combination of in-class instruction, job shadowing in the field, basic lab work and our recently added online component. By now, you will have received a detailed breakdown of what each week will entail.

*(Week One Field Agent Training: Example Schedule)*

	Monday	Tuesday	Wednesday	Thursday	Friday
8:00am	<b>Introduction to The Society: Our History and Values</b> (8:00am-4:00pm)			<b>Common Misperceptions of the Paranormal</b> (8:00am-9:45am)	<b>Deductive Reasoning</b> (8:00am-9:45am)
9:00am					
10:00am				<b>Threat Rating Classification System (TRCS)</b> (10:00am-11:50am)	<b>Practical Logic (p1)</b> (10:00am-10:50am)
11:00am					
12:00pm				<b>Lunch</b> (11:50am-1:00pm)	<b>Lunch</b> (10:50am-12:00pm)
1:00pm				<b>Philosophy of Risk, Choice and Chaos</b> (1:00pm-2:30pm)	<b>Impractical Logic (p2)</b> (12:00pm-1:30pm)
2:00pm					<b>First Week Debrief and Test</b> (2:00pm-4:00pm)
				<b>Basic Problem Solving</b> (2:45-4:00pm)	
3:00pm					

*Transitioning/Probation*

Once the training is completed, you will transition to probationary employee status by being paired with a senior member of your respective team. During this time, you will be assigned cases involving low level (PT/CT 0-1) threats. Once you have successfully completed your tenth case, you will be graduated to active status, be assigned to an Assistant and take on your own responsibilities.

*I attended one of the workshops offered by our Field Team last year. Wow, was it ever helpful! I had no idea that walking backwards on [REDACTED] while chewing [REDACTED] brand gum and whistling to the tune of "Copa Cabana" would accidentally summon Cerebrictuthilk, Demon Lord of the Eighth Gate and Master of the Fiery Mantle. I'm glad I was there... I've warned ALL of my friends about the hazards of irresponsibly humming Barry Manilow!!!*

*-Lizzie Fairview, Assistant*

### *Ongoing Development*

In our ever-changing world, we understand that we need to keep our training and development relevant and up-to-date.

Over the course of your employment, you will be asked to participate in seminars and refresher courses to keep you sharp and at the top of your game. During the year, it is expected that every agent attend a minimum of twelve such courses (once/month) for their personal development. Sign up is generally organized in the employee lounges in each of our locations.

### *Guidelines for Employee Conduct/ Confidentiality and Privacy Standards*

Please see the attached forms for your review. Every employee is expected to review these guidelines and return them to our Human Resources department with signatures.

### *Annual Performance Reviews/Evaluation*

The Society expects top performance from all of our agents. Whether in the Field or our call centers, we are a merit-based organization, and employees at the top of their game will advance quickly. To make sure that our employees are set up for success, we engage in ongoing performance management to help them set reasonable goals for their performance. Once a year, we hold annual performance reviews with each employee to go over the last year and celebrate our strengths as well as identify areas of opportunity. These are generally conducted towards the end of our Fiscal Year (July-August) and go over everything from solve rate to soft skills.

For our Field agents, there is an additional physical component to these reviews. Due to the demanding nature of our Field roles, agents will be required to undergo a standardized fitness evaluation. For those who carry firearms, an additional evaluation will be held to determine their effectiveness with a weapon.

# III. Introductory Positions

## Call Center Agent:

If there's something strange in the neighborhood, our call center agents are the first ones who take the call. While we only have four call centers worldwide, each location takes over seven hundred thousand calls every year.

Our call center representatives are accountable for taking incoming calls regarding any paranormal experience that has bled into the human world. They are also responsible for creating tickets and assigning them to the appropriate department for follow up. They also provide quick, efficient explanations regarding the more mundane supernatural encounters (such as a human encounter with a non-violent poltergeist).

### Typical Call Center Expectations:

50 calls/day  
95% Ticket Resolution  
93% Schedule Adherence  
Computer Proficiency/60 WPM

Do you enjoy talking to people? Are you good at providing detailed notes as well as quick, efficient information? Do you have fantastic follow up skills? Then our call center is the place to be!!

## Field Agent:

Our Field Agents are the first line investigatory teams assigned to any case that is presented to the Society. It is one of our basic introductory positions and tends to draw from previous law enforcement experience.

Field Agents are accountable for pursuing cases in which the paranormal communities cross over with the human world in a way that negatively impacts either party. They provide support to paranormals who are challenged with adapting their powers and living in a human-centric world as well as humans whose brushes with the paranormal have not left them with a great impression.

### Typical Field Agent Expectations:

Solve Rate: Minimum 80%  
Mile Run: 15 mins.  
Maintained Regional Driver's Licence  
Maintained Firearms Proficiency

Do you have a taste for adventure? Deductive reasoning skills? An interest in providing aid and assistance to humans and paranormals alike? Then the role of Field Agent may be right up your alley!

### **Assistant:**

The Assistants perform an essential role in the Society. While our agents (both Internal and Field) do not work in pairs, each one is assigned an Assistant to help with their background research and paperwork in order to give them the opportunity to focus on their investigation. While the position does have a component of field work, our Assistants tend to wait in the car as a line of support for our agents should things go awry, ready at any time to call for additional back up.

#### **Typical Assistant Expectations:**

Standard Reporting Compliance: 85%  
Completed Submitted Casefiles: 85%  
Advanced Computer Competency

Assistants are accountable for administrative duties which include entering completed case notes, pulling on resources (internal and external) to provide background and context on ongoing cases and recording/monitoring agents during the course of their investigations.

Do you have great attention to detail? Are you experienced with database systems and information retrieval? Do you truly enjoy reporting? Then Assistant is probably the right fit for you!!

### **Research and Development**

Our Research and Development Department has a sterling reputation for providing insight to recovered magical artifacts and using International patent systems to provide lucrative income to the Society. Our introductory positions in this department assist with detailed investigation into the uses of recovered artifacts and ongoing second-level support to agents and assistants.

#### **Typical Researcher Expectations:**

Varied As Required

Our Researchers are accountable for delivering answers in a timely fashion to every agent with an ongoing case file as well as finding ways to advance the Society's financial revenue.

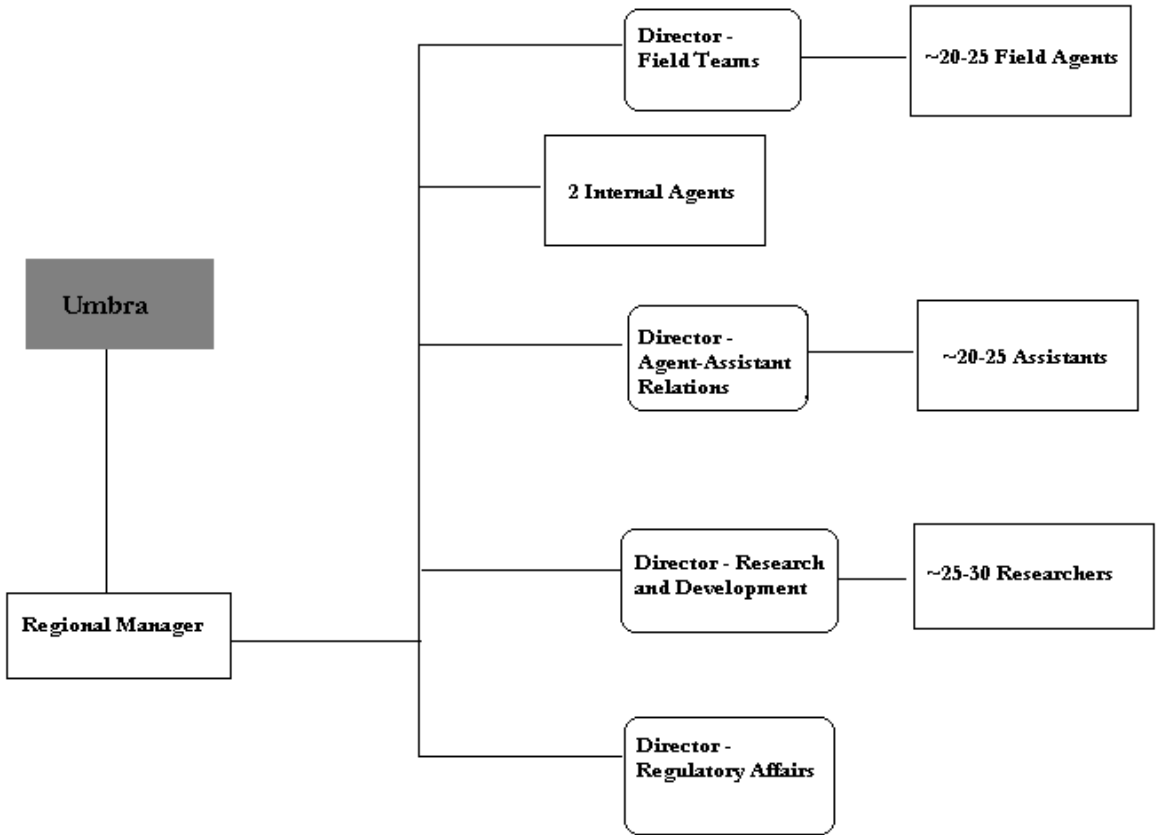
Do you enjoy getting puzzle solving? Experimenting with ancient reliquaries that might result in apocalyptic disasters if not handled gently? Do you mind being occasionally transfigured into a vole? Then Research is the place to be!

*Advancement (Where Can Your Career Go?)*

The Society is a performance-based organization with countless growth opportunities. If you enjoy the investigation aspect of our Field team, then perhaps our Internal team is the ideal place for you. Or, if you're finding your skills are better suited towards liaising with the other paranormal communities, you may find that a diplomatic position is where you want to go. With the Society, the possibilities are endless.

*Who Do You Report To?*

You may be wondering what our leadership structure looks like. We've provided the most recent org. chart from our Toronto office to give you an example of what the typical office looks like<sup>1</sup>:



<sup>1</sup> Please note: this in no way reflects New York. If we had presented our New York office, we would have needed a lot more room.

# IV. Employee Benefits

## *Benefits:*

The Society appreciates how difficult it can be to operate in today's environment. We offer a comprehensive benefits plan to acknowledge the difficulties that can be faced in our modern world.

Full details of our plan is included in your Letter of Employment

## General Benefits:

- Health Care Coverage
- Prescription Drug Coverage
- Vision Coverage
- Paid Vacation Allotment
- Dental Coverage (excluded: non-human dental work or requirements)
- Psychological Treatment Coverage
- Accidental/Deliberate Death and Dismemberment
- Leaves of Absence - Short Term, Long Term, Other
- Pension Plan/Employee Stock Purchase
- Travel Reimbursement

## Additional Non-Human Benefits:

- "Cleaning" Services (scales, wings, armor, teeth/mandibles/fangs)
- Reimbursement for Spellcasting/Paranormal Supplies
- "Specialization" Courses

## *Team Building Activities*

At the Society, we work hard and we play hard. The benefits we offer to our employees include regular employee outings and team building activities that encompass every department. Whether it's a regional barbeque or your Field team heading out for a night on the town, we strive to ensure that our employees are 100% engaged in their roles.

*The last Christmas party was awesome! We had Society employees from six different states show up. There was a live band and they even had a cash bar and taxi chits for those of us who "overindulged." Even after the demon showed up, it couldn't suck the soul out of THIS party!!!*

*-Jamie Woodgrove, Researcher*

# V. FAQ

*Why didn't I know about the Society before joining it?*

The Society takes great pains to limit the negative impact of the paranormal world on the human one. While we do not make a huge secret of our presence (we have liaisons with every human government on the planet), we strive to make sure that the impact to the various communities is minimal.

*How likely am I to die in service to the Society?*

Many of our positions do have a certain amount of danger, especially in the roles that involve fieldwork. That being said, we have strict safety protocols and security measures in place to see to the well-being of all our agents. The Society values the safety and welfare of its employees before any other consideration. In 2007, the number of employees involved in case-related deaths was 0.005%.

*When do my benefits kick in?*

The Society is proud to say that your benefits are effective immediately following the commencement of your employment.

*I'm not comfortable working next to a non-human. What should I do?*

Frankly, if this is a concern for you, we would strongly advise reconsidering your employment. The Society employs thousand of humans and non-humans alike, and we have a zero tolerance policy for intolerance in the work place. Not only will you be working alongside non-humans, but there is always the possibility that, no matter what your role, you may encounter them. Should this be the case, then you may not be a good fit for the Society.

*I'm married/dating/involved with a non-human. Will that be a problem?*

The Society does not prohibit any interaction between employees and their loved ones. And while we discourage agents from investigating cases involving friends/family members/significant others, we understand that these things happen. If you are concerned that your relationship may be impacting a case, please bring this to the attention of your supervisor.

*What do the Latin agent designations signify? (Iota, Sigma, etc)*

At the Society, we have different levels of access privileges based on factors such as tenure, overall performance and job title/responsibilities. Our lowest-level employees (Omega-level) work on things such as coffee machine maintenance. Umbra (the Society Head) is the only Alpha-level employee. Your designation will determine in part some of the information you have access to and to which cases you are assigned.

*How much does a Society employee get paid?*

We take many factors into consideration when we decide on starting salary for our employees. Employment background, education and practical experience are all taken into consideration.

Additionally, we have yearly reviews in which we determine if an employee merits a salary adjustment. We base all salary increases on evaluated performance.

# VI. Glossary

**PT: Paranormal Threat** – The level of threat that a human/non-human presents. Ranging from 0-5, paranormal threats encompass a variety of classifications, from psychics with the ability to control minds to elder gods with the ability to bend time. Threat ratings are subjective and prone to re-classification by our head office.

Example: A human possessed by a demon who devours the occasional human soul would be considered a Paranormal Threat Rating 3. (PT3)

**CT: Corporeal Threat** – Similar to a paranormal threat, a corporeal threat manifests itself in a physical way.

Example: A vampire that can regenerate from near obliteration and has superhuman strength and endurance would be considered a Corporeal Threat Rating 2 (CT2).