



# Work At Home P.B.C A Outsource Company User Procedure Guide

Website: [www.workathomepbc.net](http://www.workathomepbc.net)

By: CEO Lorenzo Hargrove



# Introduction

## INTRODUCTION

This guide has been prepared for our Agents to provide an overview of services available within the company. It briefly addresses the variety of work procedures that will perform in order to make our everyday tasks easier.

Work At Home P.B.C. appreciates the opportunity to work with you. Our goal is to provide you as the Agent with quality services to assist you. And help you with the tools you need to assist customers while taking calls.

As we improve upon our services. Please don't hesitate to email or call

[Hr-1@workathomepbc.net](mailto:Hr-1@workathomepbc.net)

Office: 215-254-5002

Business: 267-252-6079



# Workflow Operations

Hours of operation is 8:00am to 7:00pm Monday to Saturday

- Logged into Business Email Account , Yammer and Slack to respond to all incoming messages from the day before and new messages for the present responding back or reply in a timely manner.
- Make sure you have headset on and in front of your laptop or Desktop ready to take calls. Choose the campaign you will be working on. Clock In to start working if your work allows you to do so.
- Be confident and professional on the phone
- Speak with a smile in your voice
- Read Script Verbatim
- Start call by asking for the customer and begin the Greeting
- Know what you are offering to the customer or business
- Make sure to set your goals and appointments on whatever campaign you are servicing
- Make sure you are informing staff of your break and Lunch Times
- If you run out of leads please reach out to us to implement more leads
- Remember to clock out or inform staff end of your shift
- Please operate as this is your own Business and not a regular 9 to 5 Job
- Schedule your own hours you can find in the Self Service under 1099

Have any question first refer to Questions And Answer Tab on the Website reach out with email HR , Yammer or Slack



# Understanding the 2 Nations

(**Determination** ) and ( **Termination** )

1. Determination is to persevere and to be determined a hard worker  
A person that continues and accomplishes

2. Termination is when you are given the final result of examining  
behavior due to unprofessionalism and work conduct this leads to  
letting one go and disabling all active work responsibilities

## 2 Nations



## HOW YOU ARE PAID

### Pay varies on campaigns serviced

You are paid on Sales, Appointments, transfers, signing people up for our services for some projects  
You are paid Cents , Hourly , Commission Or Residual income for some projects

### Sales Outbound Specialist Only

You are automatically paid for Call Backs and Voice Mail Messages are \$0.5 cents  
Commissions can range from \$50.00 up to \$200.00 weekly  
Residual income can range from \$20.00 up to \$300.00 per customer depending on campaign

### Data Entry Representatives

Taking Surveys  
Typing information and trying offers  
Get paid from \$10 up to \$200

For **Ad posters and Sales Representatives** You are paid Starting at \$5.00 up to \$100 or more a sale every week plus \$3.00 up to \$50.00 in residual income per customer meaning you will receive 2 paychecks  
Residual is paid out at the end of each month as long as your customers are retaining customers  
Some Projects pay you \$50 to \$100 automatically weekly plus commission

You can earn \$300 to \$1000 or more each week working your own Business

We pay you Direct Deposit into bank account, PayPal, Cash App\$, Net Spend, Or Paper Check  
Paper Checks are mailed out either US Postal Service, UPS Ground Or FEDEX every week / Biweekly

### Hourly Paid Agent

If Agents are paid Hourly Rate paychecks will be deposited every week or Bi/weekly

### Payroll

Please make sure all contact information is correct for Payroll  
All Agents must make sure you send HR your payroll information in order to receive prompt payment

You can respond here if you have any questions and **Human Resources** will reach out to you

# How Are Agents Paid



# Qualifications And Duties

## Qualifications Below :

- Must have PC Windows 7, Windows 8 Or any working PC of any brand with 1 to 2 Giga bite or more of Memory Ram
  - Internet Explore 8 is acceptable and IE 9 for some projects
  - Must have an active virus protection on PC
  - Must have Microsoft Word Doc and Excel Spreadsheet
  - Must be able to download files
  - Customer Service Or Sales experience we will train
  - Must be comfortable dialing numbers outbound and talking on the phone
  - Must have PC speakers and a microphone or headset for PC
  - Must have computer internet knowledge sometimes not necessary
  - Need to know Programs Systems, Microsoft Word and Excel we will train
  - Must pass the Online Interview session in order to get hired as a W.I.C Agent to become your own boss as a Independent Contractor
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## Duties when working for us :

- Must clock in and out daily for shift in order to get paid for some project or Businesses
  - Paid Training for some projects
  - Must start shift on time
  - Check messages online website when off work or working, check daily and all day until shift is completed
  - Check your company email messages in your email account provided by your Manager or Assistant Manager
    - Please call customers in a customer service professional tone
    - When calling customers please greet by introducing your name and the company name
    - If a customer is not interested Thank the customer for their time and hang up the call and start a new call . Always look at each call as a sale call
    - Please call customers back when asked with time and date
  - Make sure all employees proof read online messages and reply back in comments
  - Schedule time for shifts 1 week ahead for some businesses
  - Be professional at all times
  - Contact your coach or Supervisor through chat when its available
  - Schedule days off ahead of time when you have accumulated vacation time
  - Must be able to attend meetings when scheduled
  - Work projects subject to change
  - Send message online and email account or call support when there is an emergency !!!
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# STAFF

C.E.O Lorenzo Hargrove

