

## Rewards and Responsibilities Outline

### Pibworth, Contractor and Team Member

#### SUMMARY

Pibworth is a Virtual Marketing Agency specializing in Speaker, Trainer and Coach support in the areas of Perception Management and Professionalism. Our primary mission statement is “Helping clients *appear* to be the business of their dreams, *while we help them build it*”.

Subcontractors designated as “Team Members” enjoy a longer term relationship with Pibworth, and shall be integrated into the team. Subcontractors not designated as Team Members will receive occasional tasks only on an ‘as needed’ basis.

Team Members will perform a multitude of tasks specific to their skill set, however the Rewards and Responsibilities below are not task specific and will apply to any Pibworth Subcontractor with the Team Member designation.

#### TEAM MEMBER PRIMARY RESPONSIBILITIES

1. Interact **professionally** with clients when needed. Team members remember they are representing a business built on integrity, ethics and the binding principle “Do what you say you are going to do.”
2. Proactively contribute to the growth and success of Pibworth. Successful Team Members **go above and beyond expectations**. They look for ways to make Pibworth more efficient, and they look for ways to add value in their relationships.
3. **Communicate openly** with Lead VA’s and with Lauren Pibworth. If you do not understand a task as assigned, it is your responsibility to immediately ask for clarification and further directions.
4. Team Members are required to demonstrate a **willingness to learn** and they keep up with the changing technologies in their respective area of expertise.
5. Team Members make suggestions for improvement and expansion where needed. They **bring new ideas** to the table.
6. Team Members learn the skill set of fellow Team Members and Subcontractors within the Pibworth database. If they encounter difficulty completing an assigned task, or meeting a client demand, they **seek help from within the team whenever possible**.
7. Team Members with direct client interaction, **listen carefully for hidden client needs and offer help, even when it not directly requested**. They understand that the ability to be proactive with client needs is a cornerstone on which Pibworth stands apart.
8. Team Members are required to give **advance notice** (preferred 2 days minimum) if they are going to be **unavailable for work** on a specific day. Vacations require at least 1 week’s prior notice.

## TEAM MEMBER REWARDS

1. Pibworth monitors subcontractor rates in the marketplace and offers **above average compensation** for candidates with superior skills.
2. Although there is no guarantee of hours, Team Members enjoy an **ongoing relationship** with Pibworth.
3. Team Members are **guaranteed payment** via PayPal within 2 weeks of month end invoice submission. Team Members requesting payment via cheque may have to wait until receipt of funds from the client. Payment for satisfactory work (error free, on time, etc) and as outlined in responsibilities is guaranteed.
4. Willingness to learn is a Pibworth responsibility, and upon request, Pibworth will consider **reimbursing Team Members (up to \$200 per year) for skill updates and certifications** that will contribute to Pibworth's growth and customer service capabilities. Written authorization must be obtained prior to course attendance to qualify for reimbursement.
5. It is understood that all Pibworth Team Members have other clients they work with. Quarterly, Lauren will host a **free client brainstorming call** where you will be free to bring *your business's* client specific issues to the table and benefit from the group's brainstorming efforts.
6. Team Members share in any client **bonuses** and receive **performance-based rate increases**.
7. Team Members are invited to attend monthly meetings via telephone where they are encouraged to share their challenges and seek advice from their peers. **Mandatory meetings are paid**, voluntary meetings are not paid.

As a Pibworth Team Member, I wish to partake in the Rewards as outlined, and agree to abide by the Responsibilities above.

Signed \_\_\_\_\_