

Description: Customer Service Affiliate III (CSA III)

Summary

The **CSA III** is an independent contractor that is authorized to conduct referrals, sales, marketing and support.

Minimum Requirements

The following are the minimum requirements of the position:

1. Twenty one (21) years old
2. Two (2) years of tertiary level training

Expectations

As an independent contractor, the **CSA III** is responsible for his/her own work-related activities and does not give work-related reports to The Organizational Clinic. However, the following are the typical expectations of the affiliates:

Referrals

1. Conduct the referral process – provide accurate and adequate information about the products and services of The Organizational Clinic, and; ensure that the requisite referral paper-work is completed.

Sales

2. Educate customers on the nature and requirements of the sales process
3. Serve as a facilitator during the sales process, whenever necessary

Marketing

4. Plan and execute marketing initiatives, including training workshops, product-awareness meetings, dinner presentations and lunch meetings.
5. Conduct sales and marketing presentations with target audiences
6. Identify, engage and recruit potential affiliates
7. Demonstrate how the products and services of the Organizational Clinic may be used
8. Use an effective plan to engage the target market

Customer Support

9. Resolve customer complaints via phone, email, mail, or social media
10. Assist with orders, refunds, cancellations and exchanges
11. Provide information on warranties and terms of sale
12. Suggest solutions when a product malfunctions
13. Disseminate product advisories
14. Provide information on deals and promotions