



Cornerstone has partnered with great work from home companies like KahlCenter and ACD Direct to source dynamic customer service agents for pledge processing and fundraising for Non-Profit organizations like PBS, St.Jude , Wounded Warrior, ASPCA and more.

You WILL NOT be soliciting pledges but instead taking incoming calls from persons who have already decided to make a donation.

This is a great opportunity to get experience in the non profit sector! It's a great opportunity for holiday money, a part time job or an introduction to Virtual Job opportunities! You have access to scripted inbound responses to caller inquiries while maintaining memberships and donation support by:

Expounding on Information of Radio and Television funding Programs

Receive donations

Send gifts /premiums

And showing professional, kind, pleasant gratitude for their continued support!

All the while you will have:

/7 shift Availability

Flexible Schedule

Choose 24your own hours

Great Pay

Online & Self paced training
Great Experience
No Commute/Travel Expense
Work Life Balance

However you are responsible for the Course Enrollment Cost which includes certification, training materials, online support, Background Check:
\$50.00 non refundable

Pledge Drive Dynamics - Lets Have a Look!

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- This is where the fun starts! ACD Direct assists volunteers by handling an overflow of calls during the busiest seasons and that's why we need YOU!! It is ongoing during Pledge drive months (August, Oct, Nov/Dec, March and June). Based on your performance during each major drive you will have the opportunity to return for each drive after that. We have hundreds of agents that have worked for years with ACD....Will you be part of our dynamic team!? And Whats great is that the \$50.00 will not be assessed each time. There are several spots available for the upcoming drive on a first come first serve basis.

After reading this over view thoroughly you are free to call us. We want you to be comfortable and ready to rock and roll!! We want to secure your spot for the drive. Secure your seat by submitting your fee which includes your onboarding, background check and certification for PBS servicing and completing the application at the bottom of this document.

There will be heavy call volume during these months so we are asking for commitment to the recommended 15 hrs perweek.

Scripts will be delivered and completed using your computer. You will need to meet the minimum computer requirements outlined below:

- Windows 7,8 or 10.
- Minimum 2 GB RAM
- CPU (Intel or AMD) 2GHz processor (or equivalent)
- Resolution of 1,280 x 720 (720p) or greater

- Internet Explorer 10 or higher and Chrome.

Mac and Apple based systems will not work with our programs and platforms. To eliminate problems with your system we recommend using a system that is dedicated to your business and not used by family and friends for recreational purposes.

This is not required but will help to ensure that your system maintains maximum operating potential and eliminate potential for virus and spyware to be installed on your system.

Phone Service

You will be using your phone to process calls for ACD Direct. Calls are routed to the designated work number you provide through our call routing system. A second line is not required, but can be helpful to prevent personal matters from interfering with processing calls for ACD Direct. Calls are inbound - meaning that you will only be receiving calls. No long distance is required.

Your phone line Requirements to process calls for ACD Direct:

* Traditional Telephone Service free of all features (caller ID, call waiting, privacy plus, voice mail, etc.) OR Digital telephone service provided through your Internet service provider (Comcast, AT&T, Vonage, etc.).

* NO Fax or answering machines

* Corded Telephone & Noise-Cancelling Headset with Mute Feature Note: Magic Jack, Google, Skype, X-Lite or any other soft-phones are not permitted. Cell phones/smart phones are not permitted. Cordless phones and Cordless Headsets are not permitted.

Our scripts will be delivered over the internet to your computer. We do have minimum connectivity requirements that must be maintained to ensure that your scripts will function properly once our call routing system sends them to your computer

*Cable, *DSL, *FiOS are acceptable service providers.

Satellite, Dial Up, WiFi, and wireless connections are not accepted. Your internet connection must be hardwired to your computer directly from the modem. Public Access Points in locations such as Libraries, Coffee Shops, Public Wi-Fi are not accepted. Your connection must be a private access point.

Experience

* Minimum 6 months formal telephone experience, preferably call center related

* Moderate level of computer knowledge

* Ability to work with minimal supervision

* Must be able to type 40 WPM or higher

* Must be self directed and self motivated

* Strong listening skills

* Accuracy * Efficient

- * Excellent written and verbal communication skills
- * Previous call center experience a plus
- * Must demonstrate call control.

If your business experience includes customer service, quality assurance, lead generation, data entry, email, transcription services and/or other call center related work this is a plus. You must have a moderate level of computer skills to be successful in contracting with ACD Direct. You will be responsible for maintaining your system at peak performance so that our programs and platforms will operate properly and efficiently.

CSPs must be familiar with:

Maintenance

Adjusting Internet Explorer Options and Functions

Clearing Internet Cookies

Internet Cache and Internet Temp files

Installing and Removing Programs

Updating necessary Internet Explorer Add-Ins such as Adobe Flash Player, Java, Microsoft Net Framework

Operating Antivirus and Malware Software

Familiarity with Internet Navigation

Troubleshooting Computer Related Errors

Operating Programs such as Skype, Instant Messengers, Capturing Screen Shots -

<http://www.wikihow.com/Take-a-Screenshot-in-Microsoft->

Windows Email operation including use of the CC function, adding attachments, locating and accessing Junk/Spam/Bulk Mail Folders.

Creating New Folders and Saving files when necessary

Identifying and disabling or removing pop up blockers.

ACD Direct does not offer tech support services at this time. Because of this, we recommend having an option to utilize should tech support be needed.

**** THIS IS A SEASONAL OPPORTUNITY that can lead to repeat invitations each season based upon performance and business client's needs.**

What to expect:

- Attend a pre-registration class to prepare for the upcoming season. This may include review of self paced materials and modules before training begins.
 - Complete the registration form and submit \$50 payment to cover background, onboarding and certification class.
 - Attend a scheduled registration meeting to discuss the registration manual process.
 - You will receive an email to complete your ACD Direct Registration
 - Once you complete your voice demo and email your system screen shot wait to receive an email with On-boarding Instructions.
 - You will receive an email with log in credentials to access the ACD Direct Gateway.
 - Complete the Gateway updates and email as directed.
 - You will then be ready to receive your certification instructions

Performance Metrics:

Performance is based on several metrics. Commitment Adherence should be maintained at 90% or higher. Quality of call feedbacks should be 20% or less did not meet expectations. Competitive minimum serviced hours should be 15 hours or more per week.

Although not required Sat/Sun are the highest call volume periods and would be available to secure peak hours based upon the client's needs.

2017 System Requirements:

Windows 7, 8 or 10 IE 10 or above

Hard Wired Phone can be digital such as Comcast, Charter, or cable company, or a pots line, or you can also use Vonage.

**** Soft phones or Magic Jack are NOT acceptable.****

Corded Phone and Headset USB headset for your computer.

Must have internet speeds with a minimum bandwidth of 512k upload and 1.5 Mbps download (or greater).

1. Must pass a background check
2. Have some form of call taking experience
3. Be a Great learner
4. Must pass a voice assessment.
5. Must have a home telephone

*The opportunity provider does not contract with residents of Delaware, Massachusetts, Louisiana, W Virginia, Wyoming, Vermont and South Dakota.

We are currently recruiting for the upcoming pledge drive.

This is a HUGE pledge drive and is one of the busiest pledge drives of the year.

Again... You WILL NOT be soliciting pledges but instead taking incoming calls from persons who have already decided to make a donation.

Revenue

This is based on the amount of time you are taking calls on the phone. This is called talk time minutes. During your consultation revenue earnings will be discussed. The administrative fee to provide contract services applies for this project.

You will attend online class session to assist with your self paced work to complete the certification of the program.

[APPLY HERE](#)

SEASONAL OPPORTUNITY WITH ACD DIRECT
EARN THAT EXTRA \$\$\$\$