

TERMINOLOGY GUIDE

BACK LINE- Working behind the scene. Answering phone calls, sending emails, chats, sending mail, shipping, video chat,demo's, social media marketing, e sign forms- docuSign, member support, etc... anything that is done without leaving the office/home.

FRONT LINE - Working in person, directly with the public. Passing out Fliers, Order Pickup , In Person Registration, Sales and Fundraising, Concession, Event Set Up/Event Cleanup , Information Booths, etc.. anything that is done in the community outside of the office/home.

Other front line duties may include: Running Errands, Meetings, Delivery, In Store Pickups.

NAR- News Action Report

AEOTD- Approaching End Of The Day

TM - Team Manager

FI- Field Investigations

CO- Community Operations

EO- Event Operations

STHR- Support Ticket Help Request

TG- Targeted Goal

SQ- Sales Quota

CT- Compliance Team

ACT- Asset Compliance Team

COM- Community Operations Manager

EOM- Event Operations Manager

FOM- Field Operations Manager

EOO- Executive Of Operations

DOO- Director Of Operations

TERMINOLOGY GUIDE

RFC- Regional Field Center

NTM- New Team Member

FS- Field Supervisor

ITL- Inspire Team Leader

CC- Compliance Check

CTM- Community Team Member

ETM- Event Team Member

B2B- Business to Business

D2D- Door to Door

B2C- Business to Consumer

P1-(Within 3 HRS) ASAP

P2- By end of the Day

P3- By end of the Week

P4- By end of the Month

WIS- Work in Schedule