



FACET RENOVATIONS

Expectations & Responsibilities for BDC Reps

We're building something special together—your role is key, and we're committed to supporting you every step. Here's what we expect, knowing your contributions make a real difference for the team and our customers.

Key Responsibilities

Receive inbound calls to the shared numbers (Linked Phone and Google Voice), effectively relaying information (if non-sales related).

Diligently use the tools and technology provided (LEAP CRM) to maintain accurate information regarding jobs and customers.

Set sales appointments, which includes qualifying leads to ensure they're a good fit.

Make outbound calls to set appointments, aiming for at least 20 per day.

Communicate with the sales team and customers to coordinate and support smooth operations.

Reschedule appointments as needed, minimizing disruptions.

Provide people with the best possible impression of the company—your interactions set the tone for our relationships.

Performance Expectations

Goal: Set 10 appointments per week from all sources to drive our growth.

Acceptable: Averaging 5 appointments per week, with room to improve as we support your success.

Be persistent with leads: If someone doesn't pick up, try again in a few hours or at a different time the next day (e.g., 11 AM one day, 8 AM the next).

Ensure appointments stick by using the **Appointment Checklist** to gather complete info and reduce no-shows or out-of-scope leads.

Company Policies

Attendance & Availability: We value your work-life balance while ensuring our team is primed to handle incoming calls from 8:00 AM Monday through Saturday, committing to at least 30 hours weekly. If unexpected challenges arise, simply notify us via Discord or by calling the main line—we're flexible and committed to supporting you while maintaining our operational flow.

Confidentiality: Safeguard customer information as if it were your own—maintain its security, avoid sharing it beyond the team, and utilize LEAP CRM with utmost responsibility. Any breaches will be handled promptly to preserve the trust that binds our team like family and protects our business integrity.

Code of Conduct: Deliver your best with a warm, confident energy—remain respectful, timely, and professional in all interactions with clients and colleagues. Foster positivity during work hours; we're focused on mutual upliftment and success. If you have external commitments, that's fine—just keep us informed so we can collaborate effectively.

Technology Use: Leverage the tools provided by Facet Renovations (LEAP CRM, Linked Phone, Google Voice, Discord) with diligence to drive efficiency. Questions or need guidance? We're here to provide thorough support and training—your success with these tools directly fuels ours.

Communication Standards: Greet calls with genuine enthusiasm, document details precisely, and forward non-sales inquiries swiftly. Every conversation is an opportunity to wow our customers—you're the welcoming face of Facet, setting the stage for exceptional experiences and strong results.

Your role matters to us—we're invested in your success because it's tied to ours. Let's build great things together!

A luxurious look. A cut above.