InTime Bench Sales Organization & Process Blueprint

I. Vision Alignment

Bench Sales is not a support function—it is the **revenue core** of InTime's Employment Operating System. From Day 1, we treat bench operations as a production line, with defined roles, handoffs, and accountability at each step. The mission: maximize consultant placements through precision, speed, and quality.

II. Organizational Structure (Day 1 → Scalable Model)

1. Leadership Layer

Bench Operations Manager (Jimmy) - Owns **all consultants** and final accountability for placements. - Leads team meetings, assigns daily targets, reviews quality. - Handles **vendor/client relationships, negotiations, and closures.** - Mines new BDM opportunities from daily activity. - Reports directly to CEO.

2. Senior Execution Layer

Senior Bench Associates (Arun & Vivek) - Own 10 consultants each. - Manage end-to-end relationship with consultants. - Format resumes, handle hotlists, submissions, and vendor communication. - Mentor portal specialists and ensure submission quality. - Responsible for **placements and consultant satisfaction.**

3. Portal Execution Layer

Portal Specialists (Feroz & Vinay) - Update all consultant profiles across portals (Dice, Monster, Indeed). - Search, collect, and upload requirements to Monday.com job board. - Execute all click-based submissions and track outcomes. - Maintain data hygiene, report daily stats. - Feroz and Vinay also manage mass-marketing (email, WhatsApp, LinkedIn).

III. Process Flow (Assembly-Line Model)

Step 1: Daily Kickoff (8:00–8:30 AM)

- Team call with CEO & Jimmy.
- Review yesterday's metrics.
- Announce today's targets.
- Identify hot requirements and priorities.

Step 2: Portal & Data Updates (8:30–9:30 AM)

- **Portal Specialists:** Update all 20 consultant profiles.
- **Senior Associates:** Contact consultants for status, rate confirmation.
- **Manager:** Validate team readiness and remove blockers.

Step 3: Requirement Sourcing (9:30–10:30 AM)

- **Portal Specialists:** Search Dice, Monster, Collabera, Dexian.
- Upload 30–50 Guidewire job listings to Monday job board.
- **Senior Associates:** Start matching consultants to open requirements.

Step 4: Submission & Marketing (10:30 AM–2:00 PM)

- **Senior Associates:** Format resumes, send vendor emails, coordinate RTRs.
- **Portal Specialists:** Execute all portal submissions.
- **Manager:** Call premium vendors, negotiate rates, pursue direct BDMs.

Step 5: Response Handling (2:00–4:00 PM)

- **Portal Specialists:** Track and log responses.
- **Senior Associates:** Follow up on submissions and schedule interviews.
- **Manager:** Manage escalations, new leads, and vendor engagement.

Step 6: Reporting & Review (5:00–6:00 PM)

- Internal review (Jimmy leads, all present): submissions, interviews, challenges.
- Jimmy compiles final **Bench Operations Report** and submits to CEO.

IV. Roles & Responsibilities Summary (RACI)

Activity	Feroz/Vinay (Portal)	Arun/Vivek (Senior)	Jimmy (Manager)	CEO
Portal Updates	R	I	A	I
Requirement Search	R	C	A	I
Resume Formatting	C	R	A	I
Submissions	R	R	A	I
Vendor Communication	I	R	A	I
Data Tracking	R	I	A	I
Team Training	I	C	A	I
BDM / Client Outreach	I	C	R	A
Reporting	C	C	A	I

Activity	Feroz/Vinay (Portal)	Arun/Vivek (Senior)	Jimmy (Manager)	CEO
Quality Control	I	R	A	I

V. Daily Targets & KPIs

Role	Portal Subs	Vendor Subs	Follow-ups	BDM Leads	Accuracy
Jimmy	0	5	20	5	100%
Arun	0	15	15	0	95%
Vivek	0	15	15	0	95%
Feroz	30	0	10	0	98%
Vinay	30	0	10	0	98%
Total Team Target	**60**	**35**	**70**	**5**	**97% Avg.**

VI. Metrics Dashboard (Monday.com)

1. GW_CONSULTANTS Board

• Consultant Name | Status | Location | Rate | Visa | Owner | Last Marketed | Resume Link

2. GW_REQUIREMENTS Board

• Source | Client | Rate | Location | Match Status | Submission Status | Assigned To | Notes

3. GW_PIPELINE Board

• Submission | Interview | Placement | Follow-up Date | Status | Revenue | Owner

VII. Reporting Templates

Daily Report (By Jimmy)

```
Date: [Date]
Team: Bench Sales Pod

Submissions Today:
- Portal: 60
- Vendor: 35
```

```
  - Total: 95

Interviews Scheduled: X
Placements Confirmed: X
New Vendor Leads: X

Issues & Escalations:
- [List]

Tomorrow's Priorities:
1. [Hot Requirement]
2. [Follow-up]
3. [Strategic Goal]

Submitted by: Jimmy (Bench Ops Manager)
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VIII. Quality Control Framework

Gate 1: Consultant Verification

- Availability confirmed daily.
- Rate validated.
- Visa, location, and skills cross-checked.

Gate 2: Resume & Submission Quality

- Resume format standardized (InTime template).
- Requirement match > 80%.
- RTRs verified before submission.

Gate 3: Follow-Up Quality

- Vendor responses logged within 2 hours.
- All submissions tracked to closure.
- Interview prep and debrief recorded.

IX. Week 1 Success Metrics

- 200+ total submissions.
- 5+ interviews scheduled.
- 1+ placement confirmed.
- Quality Score: 95%+
- Portal accuracy: 100%.

X. Growth Path for Bench Team Members

Stage	Duration	Title	Focus	Reward
0-90 Days	Soldier	Do everything, learn systems	Fixed salary + $ per submission	
91-180 Days	Specialist	Own processes & relationships	Salary raise + performance bonus	
181-365 Days	Lead	Mentor juniors, build small pod	Salary + profit share	
Year 2+	Manager	Run independent pod	5% pod profit share + equity track	

XI. Implementation Checklist (Day 1)

- [ ] Monday.com boards live.
- [ ] Team playbooks printed & distributed.
- [ ] Email templates configured.
- [ ] Hotlist updated.
- [ ] Vendor database ready.
- [ ] Quality gate checklist signed.
- [ ] Daily reporting template shared.

Outcome: By establishing this structure, every team member knows what to do, how to do it, and where they're headed. No overlap, no confusion, no wasted motion—just disciplined, metrics-driven execution that scales.