

your questions, answered



1. What type of business is West Business Services and what do you do?

West Business Services is a provider of business-to-business / business-to-professional / business-to-consumer sales and account management services. We are experts in the healthcare, consumer products and small to mid-sized markets and possess over 20 years experience providing inside sales and account management solutions for our Fortune 1000 clientele. Our greatest satisfaction is helping our partners overcome the sales or service challenges they face in their business. That is why we work hard to create long-term strategic relationships with our clients, not just provide support on short-term campaigns or events.

One of the main differentiators between West Business Services and other sales or service organizations is our people. West Business Services has some of the most tenured and knowledgeable associates and leadership in the industry today. Each associate is dedicated to one client and is trained on the client's culture, brand, product, and sales strategy, making the associate as knowledgeable about the company and product as any of the client's own field sales reps. This high level training provides them with the information and skills they need to provide consultative, needs-based selling in a non-scripted environment – and succeed at it!

2. Is there opportunity for career growth with West Business Services?

As the nation's leading provider of business-to-business sales solutions, our company offers exciting opportunities for career growth. Our diverse client programs require a variety of skill sets and varying levels of experience. This opens the door to great career growth and advancement within the organization. In fact, we post all open positions internally which gives our employees the equal opportunity to apply for any position of interest. West Business Services is also dedicated to providing its employees with ongoing professional development and skills training to ensure each individual is continuing to grow and succeed in their position and ultimately their career with West Business Services. *Please note that advancement opportunities may differ for work at home employees.*

3. What kind of people does West Business Services look for?

We're always looking for energetic, creative, career-oriented individuals who thrive in a fast-paced work environment. We require individuals who want to learn our business and start contributing in a team environment. Whether your experience is in consumer packaged goods, healthcare, financial services or one of the many industries our clients represent, you could make a big impact in our organization. One of the most important things to remember is that while having a sales or service background is a plus, it isn't required to grow a successful career with our organization. We look for individuals who will have the passion to represent our clients' products/services and most importantly, a willingness to learn.

4. Could you give more information on compensation?

West Business Services offers its full-time, brick and mortar employees competitive pay, and depending upon the position, incentives, commissions or bonuses may be offered. This pay, on top of some great benefits, adds up to a nice compensation package. *Please note that work at home employee compensation packages may differ from the compensation structures detailed above.*

5. What are the hours of operation and will I work overtime, weekends or holidays?

The majority of West Business Services' positions are Monday through Friday, full-time day schedules. On occasion, there may also be part-time opportunities with some positions requiring weekend and/or evening hours. Specific schedules will be discussed with you during the interview process.

6. What benefits does the company offer?

Our portfolio of benefits includes medical, dental, vision, critical care, life insurance, long term/short term disability, scholarship program, tuition reimbursement, section 529 savings plan, 401(k), paid time off, and flexible spending accounts. Eligibility for benefits varies based on position and tenure with the company. *Please note that work at home employees are not eligible to participate in or receive the benefits detailed above.*

7. How does West Business Services reward top performers?

West Business Services has a company-wide employee recognition STAR Award Program that recognizes top performers on a monthly and quarterly basis. All West Business Services employees are eligible for this program. In addition, each year executive leadership selects top STAR performers for its President's Club. President's Club honorees receive an award and an all-expenses paid company trip. Additional recognition programs also take place on local and client program levels. *Please note that work at home employees are not eligible to participate in or be nominated for the President's Club or STAR Award recognition programs.*

8. What types of sales or customer care personnel are you looking for?

At West Business Services each client program is unique and requires a different level of sales experience and even a different approach to sales. These approaches include: inbound business-to-business or business-to consumer sales, outbound business-to-business or business-to-consumer sales, lead management, account management, and territory management. Our customer care personnel provide incoming and outgoing care and support for a variety of client programs.

9. How is the company involved in the community?

West Business Services is actively involved in each of their local communities. The Company encourages their employees to participate with them in local charitable events for many great causes including local food banks, American Heart Association, Habitat for Humanity, battered women's shelters, military support initiatives, and Juvenile Diabetes Research Foundation, to name just a few.

*Do you have additional questions?
Please feel free to contact your local Human Resources office—
we'll be happy to speak with you!*

