



WHO TO CONTACT

As a small company, it isn't uncommon for Bongardians to wear multiple hats within the organization; what's more, there is also a need for Bongardians to provide secondary or tertiary coverage for others that are on vacation or otherwise unavailable.

In order to clarify some roles/responsibilities and communicate where you should go in common scenarios, we have created this "who to contact" memo.

We will do our best as a company to update this memo as roles/responsibilities change.

At all times, the internal ticketing system is the preferred communication channel for issues/requests.

Date

Thursday, August 18, 2022

MARKETING CONTACTS

Kyle (Kylel@bongarde.com)

1. Any and all issues with marketing copy (email, web, social)
2. Any and all issues with marketing videos (email, web, social, etc)
3. Any and all issues with email channel, affiliate marketing, direct marketing, event marketing, pop-ups, social media
4. Any and all issues related to sales messaging around marketing campaigns

Curtis (curtish@bongarde.com)

1. Any and all issues on websites (marketing pages, paywall, etc) regarding marketing
2. Any and all issues related to PPC, display ads, or ABM efforts
3. Any and all issues related to email and direct mail lists (add/remove, change names, etc)
4. Any and all issues related to marketing KPIS/reporting, dashboards
5. Any and all issues related to Zaps and integrations between marketing, Nutshell, and other systems

Contact Us

1.800.667.9300
info@Bongarde.com

USA

9 West Broad St, Suite 430
Stamford, CT 06902

CAD

104-2510 Government St
Penticton, BC V2A 4W6

PRODUCT & EDITORIAL CONTACTS

Rory (roryl@bongarde.com)

1. Any and all product/content issues for OHSI & HRI, including the employee/management elearning – does not include any issues in front of the paywall or in the paywall
2. Any and all member feedback/issues related to OHSI & HRI

Vicky (vickyp@bongarde.com)

1. Any and all product/content issues for ILT & OLT – does not include any issues in front of the paywall or in the paywall
2. Any and all member feedback/issues related to ILT & OLT
3. Any and all issues related to custom products or key clients
4. Any and all issues related to internal ticketing system

FULFILLMENT/CRM CONTACTS

1. Any changes to contact information, memberships, access outside of updates you can manage yourself should be communicated to Tony and CC Margaret.
2. Any issues with printed/email invoices, notices, collections should be directed to Jeremy.

HR & PAYROLL CONTACTS

Jeremy (jeremyh@bongarde.com)

1. Any and all issues related to pay, benefits, HR should be communicated with your direct manager as the first point of contact; however, if it requires escalation, you should go directly to Jeremy

CATCH ALL

Rick (rickt@bongarde.com)

1. Any other issues, concerns, escalations, or anything outside of what is explained above should go directly to Rick.