Parker-Smothers
COMMUNICATIONS & CONSULTING SERVICES (PSCC)

SERVICE CATALOG

Empowering businesses with operational excellence

ABOUT Parker-Smothers Communications & Consulting (PSCC solutions)

Parker-Smothers Communications & Consulting Services (PSCC) provides professional administrative, operational, and strategic support to entrepreneurs, small businesses, and growing organizations.

Founded on the belief that business owners deserve reliable, organized, and high-quality support, PSCC delivers polished solutions that strengthen daily operations and improve long-term workflow efficiency.

With 10+ years of combined experience across HR, procurement, customer service management, business development, project coordination, and executive support, PSCC brings the structure, clarity, and professionalism that businesses need — without the cost of full-time staffing.

What We Do

PSCC specializes in:

• Administrative & Virtual Assistant Support

• Customer Service Solutions (CSR, QA, After-Hours)

• HR Support & Recruiting

• Procurement & Operations Support

• Business Development & Startup Structuring

• Notary & Mobile Notary Services

• Document Design, Templates, and Brand Support

Our Approach

We combine corporate-level precision with small-business flexibility — providing clean systems, professional communication, accurate documentation, and reliable follow-through.

Every project receives:

- ✓ Personalized service
- ✓ Quick turnaround
- ✓ Confidential, compliant handling
- ✓ Clean, organized workflow systems
- ✓ Clear communication
- ✓ Professional documentation

Ideal For

• Busy CEOs

• Startups

• Small business owners

• Remote teams

• Service-based businesses

• Contractors & field operations

Our Commitment

PSCC's mission is to deliver dependable, high-quality support that helps business owners save time, operate efficiently, and stay organized — so they can focus on growth rather than paperwork.

ADMINISTRATIVE SERVICES & VIRTUAL ASSISTANT SUPPORT

Reliable operational support for busy professionals and small businesses

Included: Inbox management
- Calendar coordination
- Document creation
- File organization
- Data entry
- Templates

- Core services
- Additional task
- Templates
- Client communication (light)
- CRM updates
- HR-adjacent tasks (optional)

BASIC	STANDARD	PREMIUM
$99	**$250**	**$500**
5-10 hours per month	15-20 hours per nonth	25-30 hours per moth
1 Core service	1 Core service	2 Core services
	1 Additional task	2 Additional tasks

DELIVERABLES
- Organized inbox
- Updated schedule
- Clean documents
- Systems flow

IDEAL FOR
- Entrepreneurs
- Small business owners
- Busy CEOs
- Startups

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BUSINESS DEVELOPMENT & STARTUP SUPPORT

Structured guidance and operational solutions for your startup journey.

LAUNCH ESSENTIALS PACKAGE

Included:
- Business setup
- Operations planning
- Basic brand kits (logo, colors, fonts)
- SOP creation

GROWTH ACCELERATOR PACKAGE

- Workflows optimization
- Brand enhancement
- Website content
- Productivity tools

BUSINESS BLUEPRINT SUITE

- Comprehensive branding
- Internal/external messaging
- Operations buildout
- Maintenance systems

Ideal For

- Entrepreneurs
- New business owners
- Founders

Deliverables

- Setup foundations
- Brand identity
- Operational structure
- Growth strategy

Launch	$250
Growth Accelerator	$750
Business Blueprint	$1,500

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CUSTOMER SERVICE

CUSTOMER SERVICE & CSR SOLUTIONS

Comprenensive support for delivering excellent customer service and retention.

Customer Service Support

- Phone support
- Email support
- Chat support
- Customer follow-ups
- Ticket handling & tracking
- Callback scheduling
- Complaint handling
- Script writing
- Knowledge base updates
- CSR onboarding & training

Quality Assurance

- Call monitoring
- Email/chat evaluations
- QA scorecards
- Weekly QA reporting
- Workflow review
- Coaching sessions
- Performance improvement plans
- Quality trend analysis

After-Hours Response Team

- Evening coverage
- Weekend coverage
- Holiday availability
- Overfiow support
- Emergency cal routing
- Response escalations

Escalation & Customer Recovery Support

- High-level complaint management
- Complox issue resolution
- Customer recovery strategies
- Issuoliet escalations

IDEAL FOR

- Growing companies
- Online businesses
- CEOs with no support team
- Service-based businesses
- High-volume customer channels

CUSTOMER CARE ESSENTIALS	**$300**
QA & COACHING SUITE	**$500**
AFTER-HOURS RESPONSE TEAM	
ESCALATE & CUSTOMER RECOVERY	**$1,000**

DELIVERABLES

- Higher custorner satisfaction
- Clear comminication workflows

IDEAL FOR

- Growing companies
- Online businesses.
- CEOs with no support tenm

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HR SUPPORT SERVICES

Administrative, recruiting, and compliance support for growing teams.

HR ESSENTIALS

- Onboarding assistance
- New hire paperwork
- File setuo + maintenance
- E-Verify
- HR documentation
- Policy tracking
- Employee records organization

HR OPERATIONS & COMPLIANCE

- Workflow development
- Interview pipelines
- Updated employee records

HR OPERATIONS

- Workflow development
- Record audits
- File structure setup
- Documentation support
- HR forms & SOPs

RECRUITING PACKAGES

- Lite   **$175**
- Standard   **$295**
- Premium   **$475**

HR MONTHLY SUPPORT

Basic	**$600**/month
Pro	**$1,200**/month

DELIVERABLES

- Organized HR systems
- Clean onboarding workflows
- Interview pipelines
- Updated employee records

IDEAL FOR

- Startups
- Small businesses
- CEOs without HRstaff
- Growing companies

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NOTARY & MOBILE NOTARY SERVICES

Professiional Georgia notary services, and loan signing solutions.

GENERAL NOTARY SERVICES

$6 per signature
(state-regulated)

- General notarizaations
- Mobile service
- General notanizations

Additional notes:

- After-hours or rotary sevices.
- Multi document appor
- Pricing depends on distance, printing, and complexity

LOAN SIGNING SERVICES

Basic Loan Signing	Standard Loan Signing	Premium Loan Signing
$75	**$100**	**$125 –150**
• No print • Local appointments (within 10 miles) • Standard buyer/ seller docs	• Printing up to150 pages • Travel up to 15 miles • Optional scan backs (+18)	• In more complex or longer signings. • Includes: • Full refinance page • Scan backs • Pricing depends on time, complexity

Ideal For: Families • Small businesses
Deliverables: Title companies • Agents

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PROCUREMENT & OPERATIONS SUPPORT

Vendor coordination, purchasing, and workflow optimization for growing businesses.

Vendor Sourcing & Competitive Analysis

- Supplier research
- Cost comparison
- Vendor scorecards
- Proposal evaluation
- Basic bid coordination

Purchasing Support & Workflow Coordination

- Contract file setup
- RFP/RFO assistance
- Cost analysis
- Bid coordination

Procurement & Vendor Documentation Support

- Contract file setup
- Vendor folder organization

HOURLY

$75/hr

- Vendor calls
- PO creation
- Invoice coordination
- Sourcing
- Document cleanup
- Workflow support
- Vendor tollow-ups

PROJECT PRICING

$300–$1,200+
(depends on scope)

- Vendor list creation
- RFP/RFO assistance
- Cost analysis
- Bid coordination
- Setup of procurement systems
- Contract file structurin
- Process development

MONTHLY RETAINER

$400–$800/mo
(determined by workload)

- Retainer covers: Weekly purchasing ts
- Vendor communication
- PO & invoice follow-ups
- Recurring ops support
- File maintenance
- Vendor scorecards
- Light reporting

DELIVERABLES

- Improved vendor sourcing
- Streamlined purchasing process

IDEAL FOR

- Startups
- Growing businesses

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ADD-ON SERVICES

BRANDING ADD-ONS

- Logo enhancement or redesign –
- Brand kit (fonts, colors, style guide)
- Social media templates $55
- Website copywriting upgrade

ADMIN & OPS ADD-ONS

- Additional SOPs $30
- Client portal setup $65
- Contract template custom spreadsheet $35

HR ADD-ONS

- Full recruiting package (posting + screening) $175
- Employee handbook $150
- Onboarding packet $65

NOTARY ADD-ONS

- Loan signing package
  + 25   + 25

WEBSITE ADD-ONS

- Additional pages (About, Blog, Media, Products)
- Booking system $50 –
  integration
- SEO blog setup $120
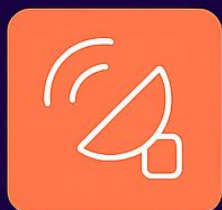
PROCUREMENT AD-ONS

- Vendor list expansion (extra 10 vendors) $50

CONTENT ADD-ONS

- Welcome packet design
- Signature package (email signature + footer
- Social media $45
  launch posts

NOTARY ADD-ONS

- Loan signing package
  $75 – 150   + 25

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COMMUNICATIONS & CONSULTING SERVICES (PSCC)

The Support You Need.
The Expertise You Deserve.

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