

Verballis Organization

Human Resources



Document Reference

Location	Second Life
Date (YYYYMMDD)	20070916
Our Reference	VBL_HRM_001
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Document History



Version	Issue Date	Author	Comments
01	20070909	Ilo n Papp	First draft
02	20070919	Ilo n Papp	Updated template

Purpose

This document aims at describing the Human Resources topics applicable to the Verballis company.

It presents the company organization structure, the job roles and the incentive programs applicable to each role.

Comments should be communicated to the CEO email address at il0n.papp@gmail.com.

Il0n Papp
CEO Verballis

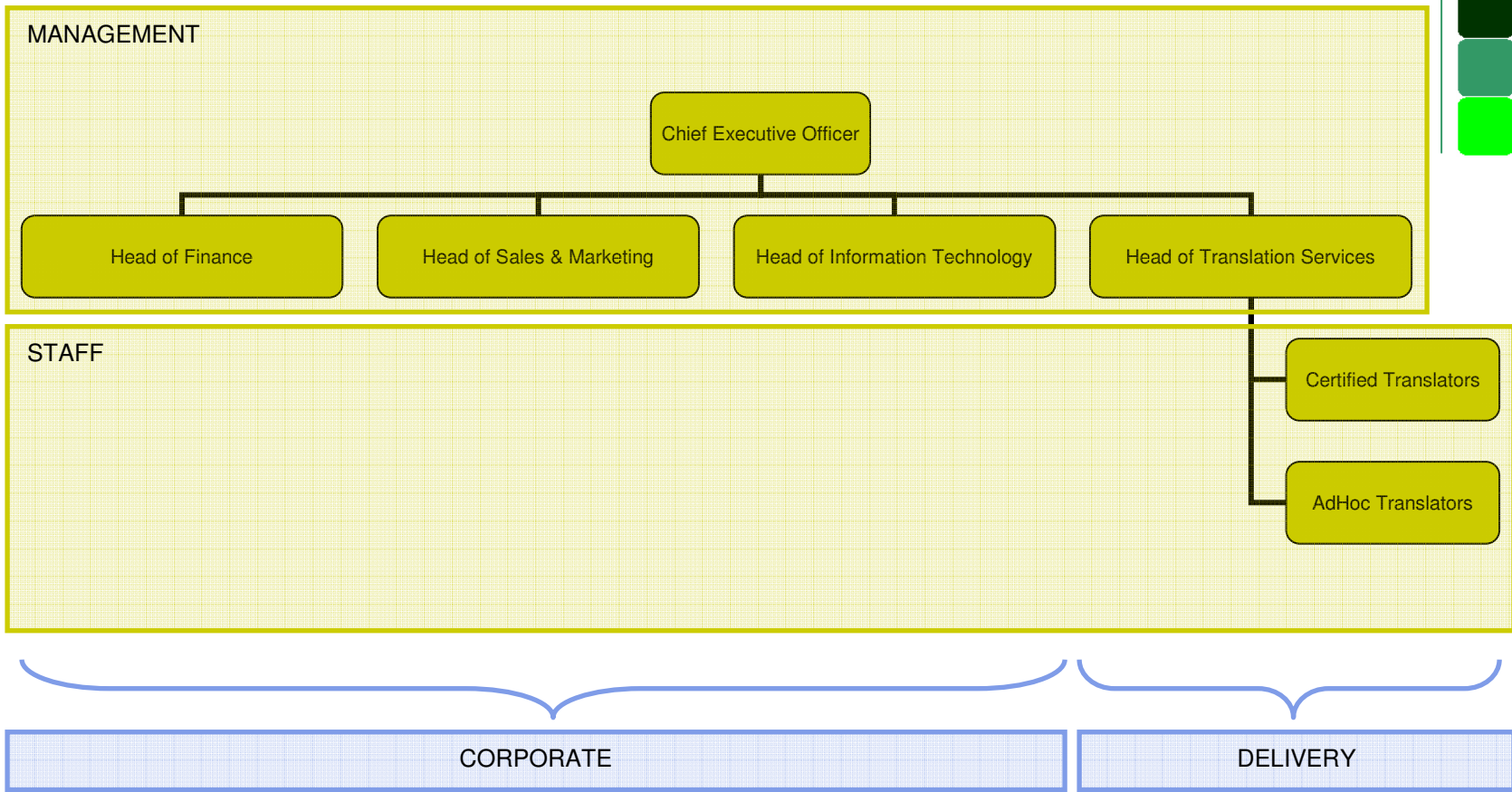
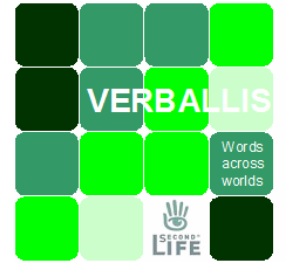


Verballis Organization

Organization Structure



Organization Structure



People



- Chief Executive Officer
 - Ilon Papp
- Head of Finance
 - Maureen Martynov
- Head of Sales and Marketing
 - Malph Laval
- Head of Translation Services
 - Antonella Sirbu (ad interim)
- Certified/AdHoc Translators
 - Names will not be communicated for private reasons

Verballis Organization

Job Roles



Requested Start Date	Not Applicable, Job Currently Fulfilled
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Job Title	Chief Executive Officer
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Reports to	Not Applicable
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Main Purpose of Job

- Develop marketing campaigns together with the Head of Sales and Marketing
- Fill in financial reports with assistance from the Head of Finance
- Develop offers to customers with assistance from the Head of Translation Services
- Analyze current and future translation needs together with the Head of Translation Services
- Follow-up the delivery of translations to the customers

Key Competencies (*)

Customer insight	H
Breakthrough thinking	H
Drive to achieve	H
Team leadership	H
Straight talk	H
Teamwork	M
Decisiveness/decision making	H
Building organizational capability	M
Coaching/developing talent	S
Personal dedication	H
Passion for the Business	H

Main Responsibilities

- To lead the company
- To develop the business and increase the visibility of the company in-world
- To evaluate risks and take appropriate actions
- To serve as point of contact for customers

Skills

- Good coordination and communication skills
- Second Life intermediate level
- Team leader
- Fluency in English (written, verbal)

(*) High, Medium, Standard, Not Applicable



Requested Start Date	Not Applicable, Job Currently Fulfilled
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Job Title	Head of Finance
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Reports to	Chief Executive Officer
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Main Purpose of Job

<ul style="list-style-type: none"> •Fill in financial reports and communicate those reports to the CEO for publishing to the market
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Key Competencies (*)

Customer insight	S
Breakthrough thinking	S
Drive to achieve	S
Team leadership	N/A
Straight talk	S
Teamwork	S
Decisiveness/decision making	N/A
Building organizational capability	N/A
Coaching/developing talent	N/A
Personal dedication	S
Passion for the Business	S

Main Responsibilities

<ul style="list-style-type: none"> •To ensure that financial reports published matches the reality of Verballis results
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Skills

<ul style="list-style-type: none"> •Good communication skills •Basis of worldwide Generally Accepted Accounting Practices •Second Life literate, but not an expert as the major part of the job does not request connection to SL •Team player with consistent attention to detail •Fluency in English (written)

(*) High, Medium, Standard, Not Applicable
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Requested Start Date	Not Applicable, Job Currently Fulfilled
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Job Title	Head of Information Technology
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Reports to	Chief Executive Officer
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Main Purpose of Job

<ul style="list-style-type: none"> •Maintain the website used by Verballis to communicate •Liaise with the hosting services used by Verballis to run the website in case of issues
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Key Competencies (*)

Customer insight	S
Breakthrough thinking	H
Drive to achieve	S
Team leadership	N/A
Straight talk	M
Teamwork	S
Decisiveness/decision making	M
Building organizational capability	N/A
Coaching/developing talent	N/A
Personal dedication	S
Passion for the Business	S

Main Responsibilities

<ul style="list-style-type: none"> •To update the website
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Skills

<ul style="list-style-type: none"> •Good communication skills •Basis of HTML and scripting language used on the website •Second Life expert •Fluency in English (written)

(*) High, Medium, Standard, Not Applicable
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Requested Start Date	Not Applicable, Job Currently Fulfilled
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Job Title	Head of Marketing and Sales
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Reports to	Chief Executive Officer
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Main Purpose of Job

<ul style="list-style-type: none"> •Develop marketing campaigns together with the CEO •Develop new ideas to increase the visibility of Verballis on Second Life •Develop the service portofolio
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Key Competencies (*)

Customer insight	H
Breakthrough thinking	H
Drive to achieve	S
Team leadership	N/A
Straight talk	M
Teamwork	S
Decisiveness/decision making	S
Building organizational capability	N/A
Coaching/developing talent	N/A
Personal dedication	M
Passion for the Business	H

Main Responsibilities

<ul style="list-style-type: none"> •To develop Verballis image •To ensure Verballis becomes the brand of choice on the SL market for translation services

Skills

<ul style="list-style-type: none"> •Excellent communication skills •Basis of marketing and sales techniques •Second Life literate •Fluency in English (written, verbal)

(*) High, Medium, Standard, Not Applicable
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Requested Start Date	Not Applicable, Job Currently Fulfilled
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Job Title	Head of Translation Services
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Reports to	Chief Executive Officer
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Main Purpose of Job

- Analyze current and future translation needs
- Optimize allocation of the work load amongst the translators
- Plan the delivery of translations to the customers
- Organize interviews with new applicants to open translator positions
- Look for additional resources to cover peak periods

Key Competencies (*)

Customer insight	M
Breakthrough thinking	S
Drive to achieve	H
Team leadership	H
Straight talk	M
Teamwork	H
Decisiveness/decision making	M
Building organizational capability	M
Coaching/developing talent	S
Personal dedication	S
Passion for the Business	S

Main Responsibilities

- To ensure that delivered translation are of the highest quality standards
- To organize second quality reviews for that purpose
- To coordinate the work amongst the translators
- To raise and escalate issues to CEO level in case of conflicts or potential risks with translators and customers

Skills

- Good coordination skills
- Excellent communication skills
- Second Life literate, but not an expert as the major part of the job does not request connection to SL
- Team player with consistent attention to detail, and ability to propose best alternatives
- Fluency in English (written)

(*) High, Medium, Standard, Not Applicable



Requested Start Date	On request, Positions are still open
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Job Title	Certified Translators / AdHoc Translators
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Reports to	Head of Translation Services
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Main Purpose of Job

- Deliver translations from English to mother tongue language
- Certified translators are ALWAYS available and are used as prime source for delivery translations
- AdHoc translators are not necessarily available and are used when no certified translator is available
- (An evaluation model will make sure that translators are evaluated accordingly to a number of criteria in order to classify them)

Key Competencies (*)

Customer insight	M
Breakthrough thinking	N/A
Drive to achieve	M
Team leadership	N/A
Straight talk	S
Teamwork	H
Decisiveness/decision making	N/A
Building organizational capability	N/A
Coaching/developing talent	N/A
Personal dedication	H
Passion for the Business	H

Main Responsibilities

- To deliver high quality translations

Skills

- Excellent communication skills
- Not necessarily Second Life literate
- Team player with consistent attention to detail
- Fluency in English (written)
- Fluency in second language

(*) High, Medium, Standard, Not Applicable



Verballis Organization

Incentive Plans



Management



- CEO
 - Receives a fixed percentage on each contract
- Head of Finance
 - Is paid per financial report delivered
- Head of Sales and Marketing
 - Receives a fixed percentage on each contract either in L\$ or in Verballis shares
- Head of Information Technology
 - Receives a bonus at end of year
- Head of Translation Services
 - Receives a fixed percentage on each contract either in L\$ or in Verballis shares

Staff



- Certified Translators
 - Is paid for the work performed according to a rate per word
 - May receive a number of shares as total or partial payment
- AdHoc Translators
 - Is paid for the work performed according to a rate per word (lower than the rate applicable for certified translators)
 - No share will be distributed