



JOB DESCRIPTION

Position Title: Admin VA	
PAYSCALE: TIER 1	
Key Responsibilities	Brief Description of Duties
<p>Experienced Virtual Assistant with Specialized Skills in Basic Customer Service, Data Entry, Email Management, and other General Administrative Tasks</p>	<ul style="list-style-type: none"> ● Email Prioritization and Routing ● Calendar and Schedule Management ● Basic Customer Service ● Data Entry ● Barcode Setup ● Bookkeeping ● Create, Send and Track Invoices ● Create and Maintain Basic Spreadsheets ● Dictation ● News Consolidation ● Transcription ● Email Management ● Data Gathering and Fact Checking ● File Management ● Create and Manage Online Storage ● Collaboration Space ● CRM - Input Leads and Data, Address Correction and Verification
<p>Key Qualifications</p>	<ul style="list-style-type: none"> ● Must be proficient with MS Office Suite (Word, Excel, PowerPoint) ● Proficient with Google Suite (Docs, Sheets, Gmail, Calendar) ● Good spelling, punctuation and grammar ● Excellent English communication skills (written and oral) ● Time management skills required ● Ability to work as part of a collaborative team remotely ● Candidate must be very organized and detail oriented ● Candidate must be service driven with excellent customer service skills ● Creative problem solver and highly adaptable to client needs ● At least 5 years customer service experience required ● At least 2 years of college or vocational course required ● Previous experience as an Administrative VA is preferred
<p>Technical Requirements</p>	<ul style="list-style-type: none"> ● Computer Processor is at least Dual Core (for both primary and backup computers) ● Computer Memory/RAM is at least 4GB (for both primary and backup computers) ● Computer Operating System is at least Windows 7 ● Both primary and backup internet connections should be running on a 3Mbps plan or higher with at least a download speed of 2Mbps ● USD headset with noise cancellation feature ● A quiet work environment



Core Competencies	
Key Competencies	Performance Standards/Results
Effective Communication	<ul style="list-style-type: none"> • Presents information both clearly and concisely and regularly confirms correct interpretation of information. • Very high standard of communication skills both written and oral for the presentation of facts and ideas. • Written communication must be clear, concise, and easy to read and comprehend.
Organization of Work	<ul style="list-style-type: none"> • Demonstrates the ability to handle several projects simultaneously. • Implements the key principles of time management, task allocation and priority assignment in addition to personal organisation. • Continually seek ways to improve the service provided via development of professional skills and personal growth. • Initiates and responds to suggestions for improving service.

Position Requirements / Selection Criteria
Essential Knowledge, Skills and Abilities
Extensive computer and internet literacy
High Speed Internet Connection
Highly Proficient in English Language
Available to work on US business hours
Long term commitment
Proficiency with advanced Microsoft Office applications including Word, Power Point and Excel
Attention to detail and a high level of accuracy in all output
5+ years prior experience in a customer service role
Must be able to work with minimum supervision
Open to ongoing training

IMPORTANT NOTE:

Check out [“Open Positions”](#) for more details on all Tier 3 positions available. Fill out [“Join Us” form](#) to start the application process.