



JOB DESCRIPTION & COMPENSATION PACKAGE

Position Title: Admin VA	
PAYSCALE: TIER 1	Full Time: \$500/Month, Part Time: \$250/Month
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 Intel Core i3 (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, MAC OS/X , Ubuntu (Linux) ● Both Primary and Backup Internet connections should be running on a 3Mbps plan or higher to get a download speed of at least 2Mbps ● USB Headset with Noise Cancellation Feature ● A quiet work environment



Compensation Package	
Rate Per Hour	<ul style="list-style-type: none"> Tier 1 VA - \$2.89 per hour (Full-Time Base Salary: \$500/month)
Full Time	<ul style="list-style-type: none"> 160 hours a month or 40 hours a week Paid every Wednesday via PayPal PayPal Fee is paid by company
Part time	<ul style="list-style-type: none"> 80 hours a month or 20 hours a week Paid every Wednesday via PayPal PayPal Fee is paid by company
Work Shift / Schedule	<ul style="list-style-type: none"> Fixed or Flexible schedule - depends on what works for you Some projects allow various working hours throughout the day Let us know what your preferred working hours are and we'll match you with the right client We have clients from the US, UK, HK, AU, NZ, etc.
Trainings	<ul style="list-style-type: none"> You will have a Company Trainer to ask about any challenges you face in your daily tasks We have specific skill sets you will be required to learn – easy stuff It is expected you will be constantly improving your education Access to additional training programs you can do in a self-study environment which will increase your base pay if your contributions help build our company
Holidays	<ul style="list-style-type: none"> US statutory holidays are followed and paid (Christmas Eve, Christmas Day, New Year's Day) Earn 1 paid day off every 6 months work
Bonus	<ul style="list-style-type: none"> Performance based bonus Paid out annually on December 15th

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
