

## JOB DESCRIPTION – CUSTOMER INPUT

### *Basic Description:* VIRTUAL RECEPTIONIST /VIRTUAL ASSISTANT

**Instructions:** Please complete this job description form with the key skills and attributes that you desire to carry out the critical functions of the position. The more detailed your descriptions the better chance we have of finding the right candidates for the intended job. The sooner you return this form the sooner we can find your new staff member. The tables are pre-filled with examples only – your input is required.

### Business Essentials

#### Job Description

We are looking for a Virtual Assistant to provide administrative support to our team while working remotely. As a Virtual Receptionist / Virtual Assistant, you will perform various administrative tasks, including answering emails, scheduling meetings, and deciding arrangements. For this role, a strong Internet connection is required, along with experience using communication tools like Skype and other means of technology for communication. Ultimately, you should be able to handle administrative projects and deliver high-quality work under minimum supervision. Having great oral and written skills is important when working as a virtual assistant. Because there is no physical form of contact, clients must rely on emails, phone calls, messaging platforms and video calls to communicate. Being able to write and speak clearly helps provide a positive experience to all who communicate with the virtual assistant, which results in positive feedback for the brand.

#### Most Critical Business Functions

Priority	Function	Remarks
	VIRTUAL RECEPTIONIST / VIRTUAL ASSISTANT	<ul style="list-style-type: none"> <li>• Personal assistant to CEO</li> <li>• Answer website inquiry</li> <li>• Answer call and reply to voicemail</li> <li>• Must be dependable when they are given a task and must respond to questions from their clients, as well as any concerns from customers. This not only builds trust between the customers and clients but also strengthens the brand name as it keeps moving forward.</li> <li>• Having great oral and written skills is important when working as a virtual assistant. Because there is no physical form of contact, clients must rely on emails, phone calls, messaging platforms and video calls to communicate.</li> <li>• Must know how to manage their time wisely because it is common for them to have multiple clients and schedules. To make multitasking as efficient as possible,</li> </ul>

		<p>virtual assistants often use online calendars and prioritize tasks in a certain way so they don't miss any important details.</p> <ul style="list-style-type: none"> <li>• Because virtual assistants typically work alone in a home environment, they must possess the discipline and motivation required to stay focused. They must understand how to prioritize time-sensitive requests and follow through with other requests while completing their work on time.</li> <li>• Virtual assistants must be detail-oriented, catching any mistakes before they become public. This relates to online communication and other forms of writing, like instant messaging, where typos may compromise a company's professional image.</li> </ul>
	CUSTOMER SERVICE	<ul style="list-style-type: none"> <li>• Delivering Respect to Your Customer</li> <li>• Have practice active in listening skills.</li> <li>• Empathy: The Key to Customer Success.</li> <li>• Ability to communicate clearly with the Customer.</li> <li>• A Positive Attitude</li> <li>• Be Patient</li> <li>• Customer Service determined to serve.</li> </ul>

### Other Important Business Functions

Task No	Function	Remarks
	OTHERS	<ul style="list-style-type: none"> <li>• It's important for virtual assistants to be resourceful, which may involve researching material and finding solutions to the problems that clients face. It's common for clients who are pressed on time to have virtual assistants do things like check facts, reply to emails, and manage social media accounts.</li> <li>• must be excellent at communicating over the phone and listening attentively is the key skill needed.</li> </ul>

## Desired Education, Technical Skills, Background and Personal Attributes

### Education

Item	Description
1	Bachelor's Degree in Business Administration or any related course
2	Any 4 years course or degree with 1 to 2 years experienced in Virtual Receptionist and Customer Service
3	Any degree with English Proficiency

### Technical Skills

Item	Description
	<p>Knowledge, skills, and abilities:</p> <ul style="list-style-type: none"><li>• Strong customer service over the phone.</li><li>• Excellent organizational skills, ability to priorities and understand processes from start to finish.</li><li>• High level of attention to detail.</li><li>• Ability to work and interact as part of a team</li><li>• Ability to follow through affectively with instructions.</li><li>• Drive and initiative, with an eagerness to learn and grow</li><li>• Computer literate (Microsoft windows &amp; databases)</li><li>• English proficiency</li></ul>

### Background

Item	Description
	<ul style="list-style-type: none"><li>- 1+ years of Customer Service and/or Virtual receptionist experience</li><li>- Ability to uphold discretion and confidentiality when dealing with clients</li><li>- Excellent written and oral communication skills, particularly in explaining technical information</li><li>- Energetic self-starter with the motivation to learn continuously and to take initiative</li><li>- Proficiency in G Suite, particularly Google Docs and Excel Sheets</li><li>- Stable and fast internet connection, as well as a good microphone and webcam set up</li></ul>

### Personal Attributes

Item	Description
	<ul style="list-style-type: none"><li>• Skilled in multi-tasking and can work unsupervised</li><li>• Reliable and committed to meeting deadlines</li><li>• Works well under pressure</li><li>• Personable and pleasant to staff</li><li>• A keen attention to detail and strives for accuracy</li><li>• Own initiative and ability to think outside the box</li><li>• Work smart</li><li>• Never Give up</li><li>• Every customer count</li><li>• Have fun at work</li><li>• Have a positive attitude</li></ul>

### Other

Item	Description
1	We are willing to train and nurture the right person
2	Opportunity to travel to Australia and meet the entire team
3	Enjoys working with a high performance and motivated team
4	Offers high salary