

JOB DESCRIPTION – CUSTOMER INPUT

Basic Description: Business Administration / Personal / Marketing Assistant

Instructions: Please complete this job description form with the key skills and attributes that you desire in order 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

Job requirements: We are looking for a Business Administrator / Marketing / Personal assistant to work directly with and for the company owner. This person must be bright and have exceptional English speaking and writing skills to match the role required. Your previous experience in working with English speaking clients will be well regarded as will your social media and general administration skills, Some accounting or bookkeeping experience would also be highly regarded. A bachelor's degree in Business administration or Marketing is preferred but not essential as the owner is willing to train and nurture the right applicant. Previous account management skills are also a bonus but not essential.

Values: The business owners value; productivity, collaboration, transparency, fairness, equality, integrity, honesty, innovation, humor, family, health, fun and happiness - if your values align and you have the right skills this could be your perfect role.

3 Most Critical Business Functions

Priority	Function	Remarks
1	Account Management	Manage a database of clients & events (send emails, answer queries, update event details). Previous account management skills are an advantage but not essential.
2	Business administration	Assist the owners with the overall administration of the business including management of accounts. Ensure all back-end processes and documents are kept up to date. Assist in creation of new documents, manuals, and marketing materials. Some accounting or bookkeeping experience would be highly regarded and especially knowledge of Xero software.
3	Marketing & Social Media Administration	Scheduling of Instagram & Facebook marketing materials. Updating website materials. Knowledge of Ads Manager is an advantage but not essential.

Other Important Business Functions

Task No	Function	Remarks
1	Exceptional English Skills	Display a high level of communication skills, both verbal and written, in English. Stay organized and able to answer questions about project milestones.
2	Attitude and Loyalty	A positive 'can do' attitude is essential. You must be a problem solver and be able to think on your feet. Ability to work autonomously and 'get things done' is a must! An intelligent and loyal employee that wants to be an active and integral part of the business and its future growth.
3	Attention to detail	Attention to detail is extremely important. Ensuring you are process driven and can follow clear instructions is vital. Be self-motivated, organized and able to work with limited supervision.

Desired Education, Technical Skills, Background and Personal Attributes

Education

Item	Description
1	Bachelor's Degree in Business Administration / Marketing / sales or related field.
2	Any 4 years course or degree with basic experience as Business Administrator, Account Manager, Membership Manager
3	Proven experience in a similar role

Technical Skills

Item	Description
1	Extensive Background in customer service
2	Must be extremely proficient in an online environment (G-Suite, Google Drive, Gmail, Whatsapp, Canva etc) and working knowledge of Social Media platforms (Instagram, Facebook, LinkedIn etc). We use an industry specific CRM so full training provided, however a basic knowledge of CRMs is advantageous
3	Excellent English communication skills – written and verbal
4	Experience working in a similar varied role - great all rounder
5	Experienced working in BPO is advantage or with an Australian based client

Background

Item	Description
1	Experience as Business Administrator or Account Manager Background in Customer service an advantage Attitude and enthusiasm will be well regarded

Personal Attributes

Item	Description
1	Be self-motivated, organized and able to work with limited supervision
2	Reliable and committed to meeting deadlines
3	Works well under pressure
4	Personable and happy disposition
5	A keen attention to detail and strives for accuracy
6	Own initiative and ability to think outside the box

Other

Item	Description
1	We are willing to train and nurture the right person
2	Enjoys working with a fun, high performance and motivated business owner
3	Comes with the benefits for working for an International BPO company