



## **SR. VIRTUAL ASSISTANT Job Listing**

### **Summary/Objective:**

We are looking for a responsible and resourceful Senior Virtual Assistant to join our team. Working remotely, the Senior VA will provide exceptional customer service to our clients, create and update spreadsheets, manage inboxes and calendars, schedule social media content, and provide research as needed. The ideal candidate should be tech-savvy, able to communicate through multiple channels, and extremely organized.

### **Essential Functions:**

- Complete administrative projects on time with accuracy, and deliver high-quality work under minimum supervision
- Provide various levels of customer service as an assistant; providing quick turnaround on client correspondence, questions or concerns.
- Administrative Assistant duties: create documents and spreadsheets, provide customer service assistance, prepare research, maintain databases, and one-off tasks
- Personal Assistant duties: schedule meetings and manage daily calendar; book travel accommodations for clients
- Inbox Management: organizing inboxes, decluttering, prioritizing and categorizing to make email an effective tool of communication for businesses
- Social Media Management: schedule and post content for social media. Experience creating content is preferred.
- Willing to learn new skills and expand knowledge to better serve clients

### **Professional Skills:**

- Driven and self-motivated; able to work independently with minimum supervision
- Detail Oriented; grammatical skills
- Ability to create and build custom reports
- Excellent communicator, both verbal and written
- Outstanding time management skills; time blocking to realistically complete essential tasks within time restraints, adding contingency time for "the unexpected"
- Ability to work as a team in multiple, concurrent projects
- Experience working one-on-one with clients in customer service setting
- Tech-Savvy; enjoys learning and mastering new softwares



### **Required Technical Skills:**

- Advanced knowledge of Microsoft Office (Word, PowerPoint, and Excel); scheduling appointments/updating calendars
- Experience with Google Suite Apps, cloud services, and other technology tools
- Professional experience in scheduling and posting via social media platforms Facebook, Twitter, Instagram, Youtube on behalf of clients or businesses
- Experience using social media scheduling softwares such as Buffer or Hootsuite preferred.
- Familiarity with HubSpot or other CRM web-based tracking systems
- Experience using Canva and/or creating basic graphics for content preferred
- Strong Internet connection is required, along with experience using communication tools like Zoom
- Access to a designated private workspace or home office is required

### **Education and Experience:**

- Associate's or bachelor's degree preferred
- Three or more years' previous experience managing and conducting administrative responsibilities such as: inbox management, professional social media management and experience in customer service. Ideal candidate will have experience in all fields.

### **Additional Information**

**Supervisory Responsibility:** This position has no supervisory responsibilities.

**Work Environment:** This job operates in a virtual, office setting. This position is primarily sedentary in a climate controlled office with little exposure to environmental hazards.

**Physical Demands:** The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. This is largely a sedentary role. The employee is frequently required to sit for long periods of time.

**Position Type and Expected Hours of Work:** This is a hourly, contract position. Days and hours of work are Monday through Friday, 8:30 a.m. to 5 p.m. Occasional evening and weekend work may be required as job duties demand.



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**Other Duties:** Please note this job listing is not designed to cover or contain a comprehensive listing of activities, duties or responsibilities that are required of the employee for this job. Duties, responsibilities and activities may change at any time with or without notice.