



WISE[™]
Advise + Assist Team

Senior Virtual Assistant

Summary

WISE Advise + Assist Team is looking for a responsible and resourceful Senior Virtual Assistant to join our team. Working remotely, the Senior Virtual Assistant will provide exceptional customer service to our clients, working directly with them to achieve their goals. The ideal candidate should be tech-savvy, a good communicator, and extremely organized.

Responsibilities

Main duties will include, but not limited to:

- Complete administrative projects on time with accuracy
- Deliver high-quality work under minimum supervision
- Provide various levels of customer service as an assistant
- Provide quick turnaround on client correspondence, questions, and/or concerns
- Complete client specific functions
 - When assigned perform Administrative Assistant duties including: create documents and spreadsheets, provide customer service assistance, prepare research, maintain databases, and one-off tasks
 - When assigned perform Executive Assistant duties including: schedule meetings, manage daily calendar, book travel accommodations for clients, and one-off tasks
 - When assigned perform Inbox Management duties including: organizing inboxes, decluttering, prioritizing and categorizing to make email an effective tool of communication for businesses
 - When assigned perform Social Media Management duties including: schedule and post content for social media

About the Job

The WISE Team is made up of an all virtual workforce. With the challenges of working virtually, in a fast paced environment we are made up of strong and unique individuals who create our team first company culture.

A successful WISE Team Member enjoys continually learning new things and is constantly improving. They are a strong communicator who is able to communicate complex ideas, listen well, and maintain excellent customer service. They are organized and detail-oriented. They have the ability to accept feedback and make adjustments based off of that feedback. They take pride in their work and maintain a high level of quality control. They have exceptional time management and are great at multitasking. They also enjoy new challenges and changes to their work environment.

Most importantly a successful WISE Team Member is authentic, versatile, a self-starter, and a team player.

We look forward to meeting you!

Minimum Qualifications

- Bachelor's Degree
- 3+ years of experience managing and conducting administrative responsibilities
- Driven and self-motivated



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- Able to work independently with minimum supervision
- Detail Oriented
- Strong communication skills, both verbal and written
- Ability to create and build custom reports
- Outstanding time management skills
- Manage a high volume of work in a fast-paced and ever-changing environment
- Ability to work as a team in multiple, concurrent projects
- Experience working one-on-one with clients in customer service setting
- Tech-Savvy
- Willing to learn new skills and expand knowledge to better serve clients
- Advanced knowledge of Microsoft Office (Word, PowerPoint, and Excel)
- Experience with Google Suite Apps, cloud services

Preferred Qualifications

- 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 software such as Buffer or Hootsuite
- Familiarity with CRM web-based tracking systems
- Experience creating Social Media content
- Experienced working directly with clients to achieve goals

Computer Requirements

- For the home wireless system:
 - o Strong Internet Connection
 - o Have a firewall to protect wireless internet.
 - o Not allow others to use their wireless internet.
 - o Use strong passwords for the wireless system and firewall (not the factory installed).
- Computer:
 - o Have 2 factor authentication for computer and critical software.
 - o Encryption for hard drive
 - o Good security software (McAfee, Norton, MalwareBytes, etc)
- If traveling or working outside the house:
 - o Do not use unsecured public Wi-Fi
 - o Tethering or VPN to protect internet usage
 - o Never leave computer unprotected - especially if it is on and unlocked

Additional Information

- Supervisory Responsibility: This position has no supervisory responsibilities.
- Position Type and Expected Hours of Work: This is an hourly, contract position.
- 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.