

# ***Position Description***

## ***Customer Service/Sales Support Virtual Assistant***

**Position Title: Customer Service/Sales Support Virtual Assistant**

### **General Purpose & Duties:**

We are a company that specialises in supporting Fire & Rescue authorities throughout the UK with the implementation of their assessment and development processes. As a result of popular demand, we have designed a range of services to support individuals with their professional development.

This role has been designed with the purpose of providing a high level of customer service ensuring satisfaction of customer requirements via email and telephone connection. Although selling products is not the primary function of this role, this role does require providing information to customers to assist them in the purchasing decision process.

The role would suit a person who is able to work with minimal supervision, someone who is looking for part-time work as a virtual assistant from home with flexibility. The role requires a friendly and polite communication manner and someone who is prepared to listen to customers and provide the support required.

We are looking for an individual to work with us on a long-term mutually beneficial basis.

**Reports To: Online Business Manager**

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### **Responsibilities/Duties:**

- ☐ Respond to customer queries (phone/email) on product suitability using standard or bespoke emails as appropriate
- ☐ Respond to technical support queries within 12 hours of logging Monday-Friday
- ☐ Follow up sales queries with telephone call where appropriate to advise on suitable product/ closing sales following initial enquiry
- ☐ Post sales support- answering queries/ checking testing system for any errors
- ☐ Setting up customer products on our bespoke online testing system
- ☐ Liaising with associates to ensure marking of test papers
- ☐ Distributing completed feedback reports
- ☐ Follow up on customer purchases and promoting additional sales
- ☐ Following up on recurring payments
- ☐ Using one 1shopping cart and paypal systems to answer customer queries re payments.
- ☐ Distribute online newsletter to clients on a monthly basis

### **System Requirements:**

- ☐ A work environment to support working virtually from your own home office
- ☐ High-speed computer and internet access
- ☐ Regular back-ups of computer system
- ☐ Microsoft Windows XP (IBM-Compatible) and Outlook 2002
- ☐ Skype Set up and On
- ☐ Separate business phone line & fax
- ☐ Ability to access and use online systems ie. Paypal and 1Shoppingcart

## Working Arrangements:

- ☐ Up to 10 hours per week, at least one hour per day (to be reviewed monthly)
- ☐ UK based, working as a virtual assistant. Not required at the business premises
- ☐ Commitment to team meetings via online

## Ideal Person for this Position:

This position requires an experienced virtual assistant who has customer service and sales support experience. The ideal person in this role would display the following attitude and commitment to the business and customers ...

- ☐ Able to work with minimal supervision
- ☐ Reliable- committed to responding to customers within specified timeframes and follows up on promises made
- ☐ Flexible- prepared to adapt to demands as they arise i.e. take on new duties as required
- ☐ Knowledgeable- able to apply new knowledge of market and products
- ☐ Helpful and proactive approach (i.e. will go the 'extra mile' to meet customer needs and find solutions)
- ☐ Friendly, polite and down to earth telephone/email manner
- ☐ Prepared to listen to the concerns of the customers and provide empathetic support
- ☐ Willing to compromise/ negotiate i.e. on discounts and bonuses within prescribed framework in order to encourage sales
- ☐ Able to recognise 'time wasters' and deal with them politely
- ☐ Can make autonomous decisions
- ☐ Prepared to have sales conversations
- ☐ Understanding of and belief in our products and services
- ☐ Can recognise wider sales opportunities
- ☐ Recognises information which needs to be shared with rest of the team i.e. new developments in the industry, repeated requests for specific types of support
- ☐ Can manage own time i.e. not spend too long on non-productive calls
- ☐ Comfortable receiving feedback and constructive advice
- ☐ Willing to share own ideas and suggestions
- ☐ Comfortable asking questions and owning mistakes

The following skills are required to undertake the functions of this position ...

- ☐ Must be internet savvy
- ☐ Excellent written and verbal communication
- ☐ Time Management skills
- ☐ Customer Service experience
- ☐ HTML skills or ability to learn skills
- ☐ Min 3 yrs office admin skills
- ☐ MS Word
- ☐ MS Excel
- ☐ PA or EA experience highly regarded