

# JOB DESCRIPTION



## Virtual Business Partner

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<b>Job Title</b>	Virtual Business Partner
<b>Office</b>	Skopje, North Macedonia
<b>Working Days</b>	Monday - Friday
<b>Working Hours</b>	10:00am – 6:00pm

### About myAssisto

myAssisto has unique goal to help business owners, solopreneur and entrepreneurs to grow their business and scale up by providing highly skilled, experienced and outsourced workforce. With offices in UK and North Macedonia, myAssisto is using the skilled and competent workforce North Macedonia has to offer. We help businesses outsource talent and provide business owners with virtual business partners to meet corporate requirements.

### About Virtual Business Partner Position

The virtual business partner needs to perform administrative duties and support for myAssisto clients' business operations. The main responsibilities will be related to scheduling appointments, managing calendar, documentation processing and customer care.

### Compensation Package

<b>Monthly Salary</b>	To Be Discussed
<b>Quarterly Bonus</b>	Based on performance
<b>Annual Bonus</b>	Based on performance

### Required Education

- Bachelor's Degree (English Language and Literature would be considered as advantage)
- English Language Proficiency (Business English)

## **Required Experience**

- Experience with administrative tasks will be considered as advantage

## **Virtual Business Partner Competences**

- Business writing
- Time and task management
- Proactiveness
- Communication
- Creativity
- Research

## **Virtual Business Partner Responsibilities**

### **ADMINISTRATIVE SUPPORT**

- Managing customer spreadsheets and contact records
- Email management, newsletter management
- Setting up meetings and calendar management
- Managing correspondence
- Preparing meeting materials
- Handling customer requests by phone or email

### **CALL CENTAR SUPPORT**

- Customer support
- Taking orders
- Screening calls
- Call transferring
- Virtual receptionist
- Managing voicemails and emails

### **DATA ENTRY**

- Handling data from various industries
- Data management
- Data administration

### **WEB AND INDUSTRY RESEARCH**

- Market research
- Competitor research and analysis
- Searching and managing leads and contacts
- Various research
- Collect and analyze data
- Qualitive and quantitative research
- Preparing presentations and reports
- Data management, data entry

## MANAGEMENT ASSISTANCE

- Creating and designing brochures
- Editing and proofreading
- Transcribing
- Blogs and copywriting
- News and announcements

## TRAINING AND COACHING RESPONSIBILITY

This position requires occasionally to train and coach newcomers in the VBP department.

## KPIs

- Number of active customers
- Customer satisfaction rate
- Customer retention rate

To schedule your interview please provide us with the following files on [dan@myassisto.com](mailto:dan@myassisto.com)

- CV in PDF format
- Short Video About Yourself (**optional**)
  - Please record yourself answering the following questions:
    - Tell us about yourself
    - Have you ever worked as personal assistant or any administrative job?
    - How do you work under pressure?
    - How are your written and communication skills? Tell us an example where you had to communicate effectively.
    - How would you grade your IT skills on a scale from 1-10?
    - Are you someone who can quickly learn new software?
    - Why would you like to get this job?
    - Why should we hire you?

*\*Candidates who will send both files, their CV and short Video about themselves will be taken into consideration with higher priority.*