**Virtual Support Role Overview**

**Job summary**

Virtual Support provides administrative support to ensure efficient operation of the business. They report to the general manager, while assisting sub-contractors and customers through a variety of tasks related to organisation and communication. The role entails communicating via phone and email and delivering a with high level of quality support in a timely manner. The role is completed working from home and you will be required to use your own phone and laptop.

**Duties**

* arranging and recording details of appointments
* answering inquiries and providing information on the services and activities of the organisation
* answering, connecting and transferring telephone calls
* receiving and resolving complaints from clients and the public
* receiving and distributing correspondence, facsimile messages and deliveries
* advising on and arranging reservations and accommodation
* may perform other clerical tasks such as word processing, data entry, filing, mail despatch and photocopying
* Records, prepares, sorts, classifies and files information.
* Sorts, opens and sends mail.
* Records issue of equipment to staff.
* Process payments and invoicing
* Assist General Manager as required

**General Information about the role**

Our Virtual Support is hired on a part-time/casual basis, work independently as such have wealth of previous experience in this role and/or completing similar duties.