

## **Virtual Assistant Role (Working From Home)**

**THIS POSITION IS PURELY A WORKING FROM HOME ROLE  
BETWEEN THE HOURS OF 5PM – 2AM SRILANKAN TIME**

### **WHAT YOUR DAY COULD CONSIST OF:**

1. Prequalifying leads asking simple questions from our customers.
2. Booking calls to our sales staff calendars.
3. Handle our website chat.
4. **Excellent written and verbal English is required for this role, as our clients are primarily from the US and Australia.**

**Experience using following applications would be beneficial. (Training can be provided):**

- Go High Level CRM
- Trello
- Outlook
- Microsoft Dynamics CRM or any other CRM
- Slack

### **WHAT IS NEEDED:**

- Previous experience in customer support/ success or sales.
- Being able to comfortably manage multiple phone calls, emails, and customer enquiries/ follow ups every day.
- An understanding of improving churn and customer retention as well as a genuine care for customers success.
- Excellent communication & organisational skills.
- Good Internet Connection
- Laptop / Computer

### **SALARY:**

- The starting salary for this role is 50,000 LKR
- We are open to a salary increase after a 3-month probation period

Please send your CV to [jobs@industrycompete.com.au](mailto:jobs@industrycompete.com.au)