



CUSTOMER SERVICE
— INSTITUTE SUPPORT —

CUSTOMER SERVICE INSTITUTE SUPPORT REMOTE JOB DESCRIPTION

EMPLOYER INFORMATION

Name: CSI Support

Address: 56 Rose Ave., Greenville, WA 98765

E-Mail: humanresources@floralcosmetics.com

EMPLOYMENT ELIGIBILITY

Job Title: Virtual Assistant

Reports to: Marketing Manager

Job Location: Remote (100%)

Job Type: ☐ Full-time ☒ Part-time ☐ Independent Contractor ☐ Intern

of Hours: 20 & 40 Hours per week

JOB DESCRIPTION

- ✖ We are looking for a motivated and detail-oriented Virtual Assistant to support our team with a range of administrative tasks. Ideal candidates must thrive in a remote setting and appreciate a flexible, part-time schedule. To ensure everyone is well-prepared, finalists will undergo an eight-day training program, earning \$2 per hour during training. Successful completion of this program will pave the way for continuous employment with us.

NOTE: APPLICATION CAN ONLY BE DONE ON A DESKTOP ENVIRONMENT.

SKILLS & QUALIFICATIONS

- ✓ Basic Computer & Internet Proficiency: Familiarity with MS Office, Google Workspace, and common online tools.
- ✓ Excellent Communication: Clear written and verbal skills to handle email correspondence and online chats effectively.
- ✓ Strong Organizational Abilities: Manage multiple tasks, prioritize responsibilities, and maintain attention to detail.
- ✓ Tech-Savvy & Adaptable: Quick to learn new software and remain adaptable to shifting priorities.

- ✓ **Problem-Solving Skills:** Ability to troubleshoot day-to-day issues independently with resourcefulness.
- ✓ **Previous Experience:** While prior administrative or virtual assistance experience is preferred, we welcome enthusiastic, quick learners.

TRAINING PROGRAMME

- **Duration:** 8 Days
- **Compensation:** \$2 per hour during training
- **Program Objectives:**
 - Introduce our workflow, key software tools, and company protocols.
 - Provide hands-on training in office management, digital communication, and scheduling tools.
 - Equip you with time management and organizational skills essential for a remote environment.
 - Ensure you understand best practices when managing confidential information and customer interactions.

Training Topics Include:

- Office software basics and data entry techniques.
- Effective virtual communication and scheduling practices.
- Time management strategies for a remote work environment.
- Company-specific procedures and guidelines.

*** At the end of the training period, your performance will be assessed to ensure you are prepared to transition into the ongoing role.**

TECHNICAL REQUIREMENTS

*** These items are required for application and operation:**

- ✕ **Desktop or Laptop:** Must have at least 8GB of RAM to efficiently run multiple applications with a windows environment/operating system.
- ✕ **Headphones with a Mic:** A quality headphones with an integrated microphone is required for clear communication during virtual meetings and calls.

RESPONSIBILITIES

- ✓ **Administrative Support:** Handle scheduling, email management, and data entry tasks.
- ✓ **Digital Coordination:** Organize digital files, databases, and support online content management.
- ✓ **Team Collaboration:** Work closely with team members to ensure deadlines and projects are met.

- ✓ **Customer Interaction:** Respond to basic customer inquiries and assist with service-related tasks.
- ✓ **Research & Reporting:** Gather information, compile reports, and keep records updated.
- ✓ **Policy Adherence:** Follow all company guidelines and maintain confidentiality in all processes.

EMPLOYEE EXPECTATIONS

- ✓ **Reliability & Communication:** Maintain consistent communication and adhere to set deadlines.
- ✓ **Professionalism:** Uphold a professional demeanor in all interactions and maintain a productive work-from-home setup.
- ✓ **Proactive Learning:** Engage actively with the training program by asking questions and seeking feedback.
- ✓ **Quality & Accuracy:** Deliver tasks with precision, ensuring minimal errors.
- ✓ **Flexibility:** Adapt to varying tasks and demonstrate initiative by proactively addressing challenges.

PAYMENTS

- * **Payment will be issued every two weeks, on Thursdays, via the bank information provided upon successful employment.**

Experience Level	Hourly Rate Range	20 Hours/Week (Approx.)	40 Hours/Week (Approx.)
Entry-Level	\$10 - \$20	\$200 - \$400	\$400 - \$800
Mid-Level	\$20 - \$40	\$400 - \$800	\$800 - \$1600
Experienced/Specialized	\$30 - \$50+	\$600 - \$1200	\$1200 - \$2400

HOW TO APPLY

- ◆ To apply for the Virtual Assistant position, please download our job application form from our website at [CSI Support](#) and complete all required fields.
- ◆ Make sure macros is enabled with necessary administrative permissions in order to be able too edit and fill the document.
- ◆ Make sure to attach your resume and a brief cover letter highlighting your relevant skills and experience.

We look forward to discovering how you can contribute to our dynamic team and grow with us!