



WE ARE LOOKING FOR A **PLACEMENTS COORDINATOR**



KEY ROLE

The Placements Coordinator is responsible for the management and effective handling of Virtual Assistants and Clients through effectively maintaining and executing all service transition processes for the company.



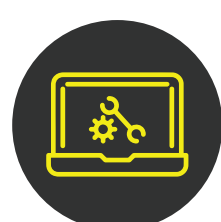
RESPONSIBILITIES

- Be an expert in internal processes for both Client and Virtual Assistant expectations.
- Communicate appropriately through verbal and written platforms.
- Guarantee accuracy and timeliness of data and information.
- Act as the primary point of contact for virtual assistant related activities.
- Understand client needs and preferences to sufficiently prepare Virtual Assistants.
- Assess the Skills and Proficiencies of Virtual Assistants to ensure positive results.
- Proactively engage with available talent by enriching their jobs, and by foreseeing possible issues that may arise in their performance.
- Evaluate Communication Skills and Delivery with precision.
- Provide timely and thorough feedback to Virtual Assistants.
- Highlight all possible risks that can negatively impact project timelines and form plans to mitigate this efficiently.
- Manage internal projects when necessary.
 - Drive internal initiatives well and receive excellent internal client feedback.
- Develop good working relationships with internal and external stakeholders.
- Make constant improvements in the current process.



QUALIFICATIONS

- 3+ years experience as a Supervisor/Support Staff Member whether in a BPO or home-based set up.
- Bachelor's degree preferred but not required.
- Familiarity with Google Suite/Microsoft Office
- Strong analytical and problem-solving skills.
- Experience in client management.
- Excellent verbal and written communication skills.
- Excellent organizational skills.
- Excellent time-management skills and should be deadline and closure-oriented.
- Preference for a fast-paced, matrixed team environment.
- Exceptional multi-tasking ability.
- Positive/pleasant attitude with ambition to learn and develop.
- Strong discipline to work independently and remotely, as necessary.
- Should have the ability to assess communication skills and provide effective feedback.
- Should have the ability to influence people.



SYSTEM REQUIREMENTS

- Computer Processor: at least i3 (for both primary and back-up computers)
- Computer Memory/RAM: at least 8.00 GB (for both primary and back-up computers)
- Computer Operating System: at least Windows 7 64-bit

Internet Speed

- Primary Connection: running on a 10 Mbps wired plan (above 10mbps preferred)
- Back-up Connection: running at least 10 Mbps

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