



WE ARE LOOKING FOR A **VIRTUAL ASSISTANT**



KEY ROLE

The Virtual Assistant is responsible for performing all tasks provided by Rocket Station Clients and ensures that s/he exceeds client expectations to sustain a successful business partnership with Rocket Station.



RESPONSIBILITIES

May include but are not limited to

CLIENT SUPPORT

- Provide Real Estate Services to Rocket Station clients like Property Management, Listing Management, Transaction Coordination, Real Estate Agent Enrollment and Property Analysis.
- Respond to client's request via email and phone.
- Identify and Assess client's needs to achieve satisfaction.
- Provide accurate and information by using the right tools and handle high call volumes.
- Recommend potential products or services to clients by analyzing their needs.
- Go the extra mile to engage clients and exceed their expectations.
- Provide administrative support to Rocket Station clients.
- Perform other duties as assigned

APPOINTMENT SETTING, SALES AND LEAD GENERATION

- Contact all prospective clients or leads assigned to schedule appointments
- Answer inquiries of the prospective clients
- Update all the required documents for each transaction including CRM tool and spreadsheet to ensure accuracy activity logs on CRM system
- Keep an accurate record of all prospective clients to regularly update leads status
- Follow up and qualify leads from online inquiries, marketing campaigns and other activities
- Record and accurate call history and customer response in detail
- Monitor competitor's products and services and create a selling strategies when necessary
- Maintain existing customer database while building a new one
- Scrub and validate prospect/lead information in client's database.
- Source target prospects using a variety of sales tools.
- Reach out to prospects via telephone and email to qualify leads.
- Initiate, build, and nurture relationships to generate fresh opportunities.
- Deliver appropriate sales scripts/presentations.
- Negotiate prices and close sales.
- Effectively overcome sales objections.
- Convert outbound leads into transfers.

SOCIAL MEDIA MANAGEMENT

- Assist clients in developing and implementing marketing campaigns through social media platforms to improve branding and online presence.
- Schedule social media posts using applications such as Hootsuite and TweetDeck to maintain all client's social media accounts.
- Interact and engage external constituents through social media channels
- Keep track of data and analyze the performance of social media campaigns.
- Create social media reports for weekly business reviews.



QUALIFICATIONS

- Should have at least 2 years experience in a BPO industry as a Customer Service Representative or Appointment Setter for a US-based account or 1 year work-from-home experience handling voice tasks
- Comfortable handling voice tasks.
- Must have great communication skills both verbal and non-verbal.
- Must be very keen on details, hardworking, and independent who can work with minimum supervision
- Should possess good time management and organizational skills.
- Having a sales background is a plus but is not a requirement
- Amenable to work based on the client's timezone



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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