

Remote Executive Assistant (CSM)

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Company: TalentPad

Location: Argentina

Category: computer-and-mathematical

TalentPad, is seeking a highly organized and self-motivated **Virtual Assistant** to join our team. As a Virtual Assistant, you will play a vital role in supporting our day-to-day operations and ensuring smooth workflow within the company. You will be responsible for providing administrative assistance to our team members while working remotely. This is an excellent opportunity for individuals who thrive in a fast-paced, dynamic environment and have a strong passion for organization and efficiency.

What You Will Do:

Customer Service and Communication

Customer support for rentals, including responding to inquiries, providing information on options and pricing, assisting with reservations and payments, and resolving issues.

Documentation and Record Keeping

Maintaining precise records of bookings, payments, and vehicle upkeep, preparing rental agreements, ensuring complete documentation, monitoring insurance policies, and documenting/reporting any incidents or accidents with rental vehicles.

Administrative Tasks

Managing vehicle bookings and company events schedules, handling business-related emails and correspondence, assisting in financial tasks (invoicing, expense tracking, budgeting), and coordinating with team members and departments for seamless operations.

Technology and Systems Management:

Using and maintaining rental management software and databases.

Helping to improve online booking systems and website functionality.

Ensuring data security and confidentiality, especially regarding customer information.

Must have access to the Apple system (iMac/iPhone/iPad)

Reporting and Analysis:

Generating reports on rental activity, customer feedback, and financial performance.

Analyzing data to identify trends, growth opportunities, and improvement areas.

Marketing and Promotion (Optional)

Assisting in developing and implementing marketing strategies to attract more customers.

Managing social media accounts and online listings to promote the business.

Creating and distributing promotional materials, like brochures or newsletters.

Gathering customer feedback to improve services and enhance customer satisfaction.

Requirements

Qualifications

Previous experience in customer service, especially in hospitality, travel, or rental industries, can be highly beneficial.

Skills in handling customer relationships and resolving conflicts.

Skillful troubleshooting and practical problem-solving ability, adept at critical thinking and decision-making, particularly in navigating unexpected challenges.

Adaptable to changing business needs, eager to learn new technologies and systems.

Effective time management, multitasking proficiency, meticulous attention to detail in handling bookings, records, and financial information, and adept prioritization skills.

Excellent written and verbal communication skills, and able to handle customer inquiries and complaints tactfully and effectively.

Proficient in office software (Microsoft Office Suite or Google Workspace), experienced with CRM and rental management systems, basic knowledge of digital marketing tools and platforms (social media management), and familiar with cloud-based communication tools (Slack, Zoom, Microsoft Teams).

Self-motivated with the ability to work independently.

High school diploma or equivalent; coursework or certifications in office administration, customer service, or hospitality are advantageous.

Understanding car rental industry best practices; knowledge of vehicle rentals and insurance is advantageous.

Must be available to work full-time

Benefits

Flexible Vacation Time

1-2 weeks fully paid vacation per year

1-3 special holidays per year

Diverse Clientele Exposure:

Working with offshore clients exposes you to diverse cultures, work styles, and business practices. This experience can broaden your skill set, enhance your adaptability, and make you more versatile in handling various tasks and challenges.

Growth Opportunities

Competitive salary with possibility of promotion

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