

Virtual Office Assistant



Have you ever had your heater stop working and couldn't get an HVAC company to answer their phone? Has your toilet overflowed and you couldn't find a plumber available in the next few weeks? Did you wish you had someone around to help and let you know everything was going to be ok? THAT'S US!

The Service Center started as just an idea five years ago, and we've watched it grow organically and rapidly since then! It's an indescribable feeling watching our clients' small businesses grow and knowing we're a HUGE part of it. Having a supportive and fun team environment is very important to us, especially since we're all remote. Our vision is to create a win-win-win environment, where our business grows with our clients' businesses, and our agents grow right alongside them. This position is 100% remote, including all training. If you're the right fit, we'll invite you to shadow one of our agents for a half hour to get a 'day-in-the-life' view of what we do to make sure it's for you!

To sum it up, our jobs are to be the front desk ambassadors for our clients. We answer their phones, use scripts to provide answers to callers and book appointments for people looking for services. We are the superheroes of the home and personal services industries! We'll leave you with a quote from one of our employees:

"TSC is special because unlike some jobs when they say family environment TSC really means that. I've never laughed harder than I have with my co-workers here. The supers also have an amazing support system. If something goes wrong I know my supers and co-workers have my back. TSC is a very special company, we are a team."

Minimum Qualifications:

- High School Diploma or GED
- Reside in the United States (unfortunately, at this time, we are unable to hire in California or Oregon)
- Do not have a second job
- Type at least 40 words per minute at 100% accuracy ([test yourself here!](#))
- Minimum of 25 hours per week (please do not apply if you want to work less than 25 hours per week. Due to the variable nature of our client's businesses, it would only set you up for failure to be so far out of the loop)
- Comfortable navigating browser-based computer applications, often multiple at a time while you're on the phone and scheduling jobs for our clients (think carpet cleaners, handymen, and HVAC companies)
- Friendly and personable in your human interactions, whether it's a stranger or a longtime friend. We strive to think of ourselves as sitting right in our client's office, representing them as professionally and friendly as possible. If this is you, we can train you on the computer stuff; your personality and engagement are far more important to us
- Reliable, on time, and appreciate how great it feels to watch your clients' businesses grow
- Track record of positively contributing to a non-chaotic work environment.
- A personal computer that meets the following minimum requirements:
 - Windows 10 or 11 (Old Windows OSs, Macs, and Chromebooks are not compatible with our phone software)
 - 16GB RAM
 - Intel Core i5-4440, CPU 2.10 GHz
 - 2 monitors (we can provide additional monitors upon graduating training)
 - Hardwired internet connection of at least 40 MBPS with unlimited data and no throttling (no mobile hotspots or satellite internet))
 - Have a webcam plugged in and available to verify your identity during interviews, training and employee 1:1s
 - You will be provided a headset upon hire

Job Duties:

- Answer phones for (legitimate) small businesses, on average about 5-10 calls per hour
- Respond to leads to schedule appointments, quotes, and estimates (no cold calling or collections)
- Use different types of calendaring and customer-relationship management (CRM) software, such as Housecall Pro, Acuity Scheduling, Markate and JobNimbus (training will be provided)
- Able to multi-task between talking on the phone and typing on the computer for efficient service
- Able to work in a fast-paced work environment and take care of business
- Work directly with clients via chat to implement changes to scripts, processes, and more, and send funny gifs back and forth. Our clients are AWESOME
- Because we're a remote company, ability to communicate transparently with management so we can make sure you're happy too

Benefits:

- Work in an environment surrounded by individuals who want to help others and do just as much as you do
- Work from anywhere with an internet connection
- We use proprietary noise-canceling software, so keep the kiddos at home and stop worrying about daycare
- We start with Training Phase 1, which gets you live on the phones and performing basic tasks, at \$16 per hour. Training Phase 1 takes 2-4 weeks to complete. If you choose to continue on to Training Phase 2, which surrounds logging into customer CRMs and booking appointments, you'll be eligible for a wage increase to \$17 per hour upon graduation. Training Phase 2 typically takes one to two months to complete. We do this to help encourage Agents to learn at their own pace so we can ensure everyone is comfortable on phones and able to provide the level of customer service that we're known for.
- Wage increases are awarded to eligible employees every quarter after graduating from training
- Additional annual profit-sharing bonuses are available based on company and team performance.
- Bonuses available for employee and new client referrals