

Client Care Assistant

SHIFT-IT Coach, Inc is a small (yet growing) coaching and training company in Victoria, British Columbia, Canada supporting the work and mission of company founder, Christina Merkley.

SHIFT-IT Coach, Inc. is dedicated to assisting our world's shift in consciousness via innovative graphic facilitation/coaching and Law of Attraction methods and tools.

We are in the process of attracting our next Client Care Assistant. This position is responsible for basic client service and administrative tasks under the supervision of our Online Business Manager.

The position is part-time, approximately 12 hours a week to start (with room for growth to 20 hours). Currently 2-3 hours, Monday-Friday.

Preference given to local Victoria, British Columbia based candidate. Must have own office set-up and comfortable working virtually/online with occasional in-person meetings and tasks. Knowledge of internet-based business practices and familiarity & comfort with Law of Attraction and personal growth is definite asset.

Position may be fulfilled as a Virtual Assistant arrangement (i.e. sub-contractor with own business), or as a part-time employee.

Skills and Abilities:

- Strong inter-personal and customer service skills –ability to work with diverse range of people in different geographies and time zones.
- Fast and accurate typing and email skills.
- Basic word processing, editing and proof-reading.
- Phone professionalism & ability to return calls.
- Ability to work harmoniously with virtual team members.
- Familiarity with social media (Twitter, Facebook, Linked In, Ning, etc).
- Online email and calendar (gmail).
- Familiarity with shopping cart basic tasks (1shoppingcart).
- 3 years admin experience preferred, ideally online / internet marketing environment.
- Work from own location (including good computer, printer, high speed internet connection, fax/scan, and have the following software: MS Word, Powerpoint, Excel, Adobe Reader, Adobe Acrobat & Adobe Indesign).



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www.shiff-it-coach.com

1.310.295.1061 Direct
1.866.925.2351 Toll Free Phone/Fax

- Comfort and like of Law of Attraction principles (Abraham-Hicks).
- Ideally a desire to grow with company (opportunity to develop into Online Business Manager for right candidate).



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General Responsibilities:

- Learn our client care procedures via 3 month trial period via training and supervision from our Online Business Manager;
- Maintain good awareness of company offerings, events and happenings;
- Review general email box and phone messages 3 times per day (morning, mid-day and afternoon) – sort and reply to emails and phone calls according to procedures;
- Handle client scheduling requests and maintain Christina’s online calendar;
- Assist with travel arrangements (Christina’s) and travel logistics (clients flying in to work with her);
- Provide preparation and in-person assistance for live public workshops (Victoria BC and occasional travel locations) to include travel, facility and meal logistics and coordination, room set up and take down, materials preparation, and general facilitator and participant support;
- Provide email and light technical support and during online events and programs;
- Participate in weekly team meetings (by phone);
- Handle occasional shipping and postage (most of our offerings are online and info-products but occasionally physical ship required);
- Maintain Operations Manual;
- Orders books, office supplies and other miscellaneous items. Orders gifts under direction of CEO and Biz Manager;

Eventually:

- Oversee bi-monthly e-zine production process, blog and wordpress site;
- Provide editing on sales letters, auto-responders and other program and marketing materials;

- Assign and co-ordinate the work of Tech Assistant (ezine, sales pages, changes to events calendar, etc)



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FYI: This **Client Care Assistant** position is an entry-level position that holds potential for a motivated individual to gradually be groomed into an Online Biz Manager. The Online Biz Manager co-ordinates the SHIFT-IT Coach team (client care assistant, tech assistant, illustrator, bookkeeper, accountant, other sub-contractors including Certified SHIFT-IT Coaches, etc) aligned with Christina's direction and vision. And, thoroughly assists with business growth and development, product & service offerings, marketing strategy, campaigns, copywriting, etc. An exciting opportunity for the right individual interesting in running a vibrant and innovative company dedicated to growth and transformation. Be part of the solution!

To apply for this entry-level **Client Care Assistant** position, please direct up-to-date resume and cover letter (explaining your interest in the position, your qualifications and your hourly rate / salary expectations) to inquiries@shift-it-coach.com with 'Client Care Assistant' in the subject line by Friday, July 16th. No phone inquiries please. A short list of candidates will be contacted for interviews.