

General Virtual Assistant (For Pooling)

Hiring organization
workspaceco

Employment Type
Full-time, Part-time, Contractor

Date posted
March 12, 2026

Description

As a Virtual Assistant in our network, you will act as a strategic partner to business owners, managing critical administrative, financial, and operational functions. Your mission is to reduce the “mental load” of leadership by establishing rigid workflows, managing complex schedules, and ensuring seamless communication between team members, suppliers, and clients.

Responsibilities

Financial & Bookkeeping Administration

- **Xero Management:** Full management of accounting software, including daily bank reconciliations and digital receipt collection.
- **Accounts Payable & Receivable:** Creating invoices, tracking payments, managing supplier bills, and conducting proactive debt collection.
- **Payroll & HR Support:** Processing payroll (including STP and Superannuation), tracking leave, and verifying timesheets.
- **Financial Reporting:** Generating Profit & Loss statements, budget tracking, and job profitability reports.

Operational & Administrative Management

- **General Administration:** Complete email inbox organization, complex calendar management (business and household), and cloud-based filing.
- **Systemization & SOPs:** Drafting and maintaining Standard Operating Procedures (SOPs) and transitioning paper forms into digital formats.
- **Job Coordination:** Entering jobs into software (Simpro, ServiceM8, Tradify), preparing quotes, and scheduling site works.
- **Compliance & Logistics:** Managing SWMS/WHS documentation, sourcing parts from suppliers, and tracking inventory.

Client Communication & Lead Management

- **Inquiry Management:** Acting as the first point of contact for inbound calls, texts, and emails.
- **CRM & Pipeline Tracking:** Entering leads into systems (Go High Level, Monday.com) and tracking the sales journey.
- **Client Coordination:** Sending “team en route” notifications and conducting post-job follow-ups.

Specialized Tech, Marketing & Creative Support

- **Industry Submissions:** Navigating utility portals for solar grid applications and tracking products via FormBay.
- **E-Commerce & Marketing:** Managing Shopify backends, scheduling social media content, and editing videos in CapCut.
- **AI Integration:** Using tools like ChatGPT and Claude to synthesize job notes and generate content.

Qualifications

Experience and Industry Background

- **Required Experience:** Minimum of 2+ years in dedicated administrative, bookkeeping, customer service, or e-commerce roles.
- **Industry Familiarity:** Preference for backgrounds in trades (electrical/solar), construction, or healthcare/NDIS.
- **Workflow Understanding:** Solid grasp of “service vs. project” workflows.

Technical & Software Proficiency

- **Financial Expertise:** Mandatory proficiency in **Xero** for reconciling and payroll.
- **Job Management:** Advanced ability to navigate Simpro, ServiceM8, Tradify, or Go High Level.
- **Data & AI Literacy:** Advanced Excel skills and the aptitude to quickly learn AI tools and specialized software.

Mindset and Soft Skills

- **Proactive & Autonomous:** A self-starter who identifies gaps and takes initiative without micromanagement.
- **Systematic & Organized:** Focused on creating blueprints and bringing structure to chaotic systems.
- **Discreet & Reliable:** Integrity in handling sensitive data and a commitment to a dedicated work shift.

Job Benefits

- **Comprehensive Leave & Allowances:** Includes 10 days Annual Leave, 5 days Personal Leave, 10 Public Holidays, and a Birthday Gift Allowance.
- **Remote & Stable Work:** 100% remote work setup with a consistent dayshift arrangement in a long-term, stable position.
- **Growth & Support:** Access to comprehensive training materials, documented processes, and a friendly, no-drama team environment.
- **Health & Benefits:** Philhealth contributions (P1200 per 6 months) and the opportunity to work with high-profile, prestigious brands.