

Operations & Logistics Virtual Assistant

Hiring organization
workspaceco

Employment Type
Full-time

Date posted
April 1, 2026

Description

We are seeking 2 high-caliber Processing & Coordination Virtual Assistants to support a leading Australian mechanical services provider. The company specializes in comprehensive commercial and industrial refrigeration, heating, and air conditioning (HVAC/R) solutions, serving a diverse range of sectors including mining, healthcare, infrastructure, and retail across New South Wales and Queensland.

In this role, you will serve as an essential counterpart to the Australian-based team, managing the technical and administrative “engine room” of the business to ensure seamless operational growth.

Role Overview

As an Operations & Logistics VA, you will be responsible for high-volume back-end administration, data management, and supplier coordination. You will work within a secure virtual desktop environment (Azure/Windows 365) to maintain data sovereignty while ensuring all service and project workflows are executed with meticulous accuracy.

Responsibilities

- **Simpro Data Management:** Manage the primary back-end of Simpro, including daily data entry, job processing, and operational reporting.
- **Financial Processing & Xero:** Execute data entry for packing slips and supplier invoices; perform consistent bank reconciliations and assist with Accounts Receivable/debt collection.
- **Supplier Coordination:** Act as a professional point of contact for approximately 12 main suppliers to request quotes, check part availability, and follow up on orders.
- **Podium System Oversight:** Monitor automation triggers (such as review requests) and manage soft-phone/text-based interactions within the Podium platform.
- **SOP & Handbook Development:** Assist in creating the company “blueprint” by maintaining a comprehensive Employee Handbook and documenting processes with training links.
- **CRM & Task Management:** Utilize Zoho for remote task tracking and Microsoft 365 (Teams/Outlook) for internal communication.
- **Daily Coordination:** Participate in mandatory daily cadence sessions with the Australian team to ensure business assimilation and alignment.

Qualifications

- **Industry Experience:** Minimum of 2 years of experience in administrative or VA roles, specifically within trade, construction, or high-volume service industries.
- **Software Proficiency:** High proficiency in Xero (specifically bank

reconciliations) and Microsoft 365. Prior experience with Simpro is highly preferred (or similar systems like ServiceM8, Tradify or Aroflo).

- **Communication Skills:** Exceptional verbal and written English with a neutral accent suitable for professional daily interactions with Australian stakeholders.
- **Technical Aptitude:** Proven ability to work efficiently within a secured virtual desktop environment (Azure) and manage digital security tools like NordPass.
- **Mindset & Work Ethic:** An energetic, proactive “self-starter” who can learn complex systems via training modules rather than requiring constant supervision.
- **Attention to Detail:** Meticulous accuracy in managing data entry across integrated platforms (Simpro, Xero, Zoho) to ensure error-free reporting.

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.

Contacts

Ready to Join Us?

If you're interested in becoming part of our amazing team, Apply Here:

forms.gle/6CBaCbvMHKXj4MJw9