

Hyphen is hiring!

Virtual Assistant



Hyphen is seeking a kind, super-organized, and relationship-focused individual to join our team as a virtual assistant.

Posting date: September 24, 2021

Responsibilities:

A virtual assistant will support the Hyphen team by taking ownership of a range of operational, administrative, and client-supporting activities.

While the tasks will be diverse, what they will all have in common is a need for clear communication and close attention to detail.

Main responsibilities:

- CRM and marketing automation setup
- Organizing & managing inboxes of 2 co-founders, replying to repetitive requests as well as support to 2 additional senior team members
- Operational work such as organizing and maintaining our internal filing system, maintaining our task system, uploading files to our website
- Client support work such as scheduling social media posts and pulling, formatting & sending monthly reports
- Administrative support such as managing monthly birthday cards and holiday gifting

Experience:

Our priority is to find someone who will be part of our team. This means we're focused more on a candidate's personality and character rather than experience with specific tasks.

Our ideal candidate will be confident, logical, and organized with a good sense of humour and a keen interest in building relationships. Follow-through on projects, a strong sense of ownership, and a willingness to speak up and make recommendations are also important to us.

Skills and experience:

- Having incredible attention to detail and ‘the little things’
- Managing conflicting priorities
- Taking initiative rather than waiting for instructions
- Being focused, organized, and able to put processes in place
- Being considerate and kind with people
- Managing calendars and numerous platforms
- Some experience working in a professional services environment and/or marketing agency
- Coordination of a CRM and marketing automation (can be taught)
- Apps & platforms used by Hyphen: Microsoft Office (Word, Excel, PowerPoint); Asana, Google Sheets; HubSpot, Mailchimp, Pardot, Salesforce, Miro, Hootsuite, LinkedIn, Instagram

Terms:

Initially, our new virtual assistant will likely work 7–14 hours per week for Hyphen. Specific days and working hours will be discussed with candidates. Our ideal candidate will be interested in becoming an integral member of our team and working with Hyphen on a long-term basis.

- Commitment: part-time role to start with 1–2 days per week, with an opportunity for this to increase
- Compensation: monthly retainer fee based on \$25–\$35 per hour, paid at the end of the month

Your next steps:

Connect with us through dash@hyphenco.com:

- Provide a cover letter in the body of your email or as an attachment
- Include your resume

- Include 1 professional reference, 1 personal reference and 1 volunteer/ extracurricular reference
- If there's a best time for us to get in touch, let us know

Thank you for your time and effort!