



## Administrative

---

- Use Microsoft Office
- Online research
- Hotel and flight booking
- Send invitation, notes, documents
- Creating or managing spreadsheets
- Converting PDF into Word
- Document template creation
- Proofreading
- Help develop a business plan
- Sending newsletters
- Translation
- Grant proposals
- Follow up with leads
- Collect testimonials
- Write minutes/agenda
- Create slideshows
- Data entry
- Create reports
- Send reminders
- Form creation or survey
- Order cards, products, etc.
- Event planning
- Import, export and sort data
- Manage a CRM program
- Prepare documents
- Sending letters/gifts to clients
- Create graphics

## Management

---

- Email management
- Filtering emails
- Calendar management
- File management (organizing files and folders)
- Website management
- Be the liaison between team members
- Manage contact database
- Record and help to resolve complaints
- Project management
- Process orders

## Customer Service

---

- Answering calls
- Booking appointments with clients (no cold calls)
- Following up with clients/customers
- Answer emails
- Manage chat support
- Respond to customer inquiries

## Marketing/Social Media (Facebook, Instagram, LinkedIn, Twitter and Blog)

---

- Set up/create Social Media Accounts
- Manage and update Social Media Accounts
- Research for content ideas
- Managing social media comments
- Source photos for social media accounts
- Content calendar creation
- Manage subscribers
- Filter and reply to blog posts
- Create and manage mail list
- Giveaway management
- Responding to social media messages
- Facebook advertising

## Finances

---

- Creating invoices
- Sending invoices
- File and pay taxes
- Account receivable
- Bookkeeping
- Payroll
- Account payable

## Human Resources

---

- Recruitment
- Virtual training
- Speak with references
- Handle onboarding process/termination
- Write job listings
- Help create resumes
- Preparation of training manuals
- Employee documentation
- Develop employee handbook
- Set up and manage employee time tracking
- Arrange interviews

## Real estate

---

- Data gathering
- Input all information on MLS
- Scheduling appointments
- Put the client information in a database
- Prepare mailouts
- Make sure to gather all the documents
- Coordinate the photographer
- Posting on real estate listings websites
- Compile reports
- Assisting in listing/closing procedures
- Submit documents to MLS
- Gather testimonials
- Prepare all listing materials
- Coordinate showings and obtain feedback