



RACHEL HART

COACHING

FULL-TIME VIRTUAL ASSISTANT

ABOUT US

Led by founder Rachel Hart, our company's mission is to help people become more curious, open, and aware of their drinking habits and empowered to change their relationship with alcohol so that they can unlock their deepest potential. As a company, we are reimagining traditional approaches to help people stop overdrinking and revolutionizing society's understanding of alcohol and why people drink.

THE POSITION

We are looking to hire a full-time virtual assistant who will report directly to the CEO. You'll work in our fast-paced and growing business with an expectation of 40 hours, Monday-Friday, between 9 a.m. and 5 p.m. Pacific Time (some flexibility is available depending on the candidate's timezone), with very occasional evening and weekend work required. This is a salaried position (exempt) with a non-negotiable starting salary of \$50,000. All full-time employees receive a health care stipend, a matching 401(k), paid time off, and an annual coaching stipend.

Applicants from historically underrepresented groups are especially encouraged to apply.

WHO WE ARE LOOKING FOR

This position is right for you if...

- You want to be part of a fast-growing business with a mission to change the world.
- You're thorough yet efficient; productive yet detail-oriented.
- You have a can-do attitude and are willing to pitch in wherever to succeed.
- You feel at ease juggling a variety of projects and deliverables.
- You love keeping people organized and multiple moving parts on track.
- You enjoy working from home and have clear work-life boundaries.
- You have a distraction-free work environment and a reliable and fast internet connection.
- You're highly self-motivated to figure out problems without hand-holding.
- You can learn new tools and tech systems quickly (no coding required, but basic HTML literacy is a plus).
- You use mistakes as a stepping stone to create better systems for the future.
- You're excited about the prospect of growing with the company and possibly expanding your portfolio as the company grows.

This position is *not* for you if...

- You're looking for a temporary position or part-time work.
- You struggle to maintain organized systems in your work or personal life.
- You find challenging projects and learning new things stressful or overwhelming.
- You prefer a very routine work environment where you do the same tasks every day.
- You get overwhelmed easily or have a hard time taking the initiative to solve problems.
- You're rigid and frustrated when plans change.
- You're paralyzed by the fear of making mistakes or doing something wrong.
- You're resistant to receiving feedback on areas for growth and improvement.

KEY DUTIES & RESPONSIBILITIES

CEO

- Manage CEO and Company calendars.
- Manage emails from various in-boxes.
- Coordinate meetings, reservations, appointments, and media appearances.
- Occasional online research tasks.
- Assist with CEO's personal assistant needs.

Operations

- Create, maintain, and improve workflows and Standard Operating Procedures for routine tasks in the business.
- Keep track of outstanding questions, projects, and inquiries in Slack and ClickUp and follow up with team members and contractors, as necessary.
- Set up new technology or systems as needed.

Customer Service

- Work with Head of Customer Experience to provide excellent customer service for current and potential clients.
- Anticipate, test, and streamline customer experience inside funnels and other customer touchpoints.

Technology

- Provide webinar and call support.
- Update pages on the public website.
- Update pages on the private membership website and work with contractors to coordinate more extensive projects
- Build pages in WordPress for webinars and campaigns.
- You'll need this to apply: Let's change the world!
- Maintain campaigns in Ontraport and coordinate with contractors.
- Schedule emails for subscribers and clients inside Ontraport (client reminders, weekly emails, webinar replays, etc.).

Marketing & Content Management

- Manage social media accounts, including scheduling posts using third-party software.
- Answer social media inboxes.
- Monitor comments posted on social media advertising.

THE FOLLOWING SKILLS ARE REQUIRED (Training available for the right candidate):

- Excellent written and verbal communication skills.
- Proficiency or ability to quickly master Ontraport, WordPress, ClickUp, Slack, Google Drive, Missive, Vimeo.
- A strong understanding of new technology is a major plus.
- Knowledge of online businesses, the life coaching industry, and the self-coaching model is a major plus.

To apply, complete an online application [here](#).