



**Created To Help People  
Thrive – Not Survive**

## **VA SCHEDULER JOB DESCRIPTION**

**Department:** Operations

**Reports To:** Operations Manager **Effective Date:** 8/22/2022

Location: Anywhere in the Philippines **(REMOTE)**

### **Job Summary**

This position is primarily responsible for answering phones and responding to emails requesting the cost or to schedule a home inspection. Post-scheduling activities including calling Realtors and Clients to secure access to the property, verifying appointment times, duration of appointment, etc.

Should have a strong internet connection with back and back up power source

Should have the equipment ( laptop and desktop of at least i5 and equivalent with a backup as a plus)

### **Supervisory Responsibilities**

n/a

### **Duties/Responsibilities**

- ✓ Must have strong knowledge of home inspections or pest control treatments
- ✓ Answering incoming calls requesting cost of a home inspection or pest control treatment
- ✓ Actively listening to callers to determine what they are requesting and asking
- ✓ Upsell customers to higher priced packages and/or services
- ✓ Using scheduling software to set the home inspection or pest control appointment
- ✓ Use Google maps to determine driving distance between inspections'
- ✓ Become very familiar with the locality service area map to determine if a requested appointment is within the service area.

**Mira Resources**

**11214 Walden Rd., Montgomery, TX 77356-5528**

**Phone: xxx-xxx-xxxx Email: [info@mirastaffing.com](mailto:info@mirastaffing.com)**

**[www.mirastaffing.com](http://www.mirastaffing.com)**



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### **Requires Skills**

- ✓ Very good speaking voice with little accent, strong warmth and sincerity, and pleasant to listen to
- ✓ Very good verbal communication skills
- ✓ Able to think quickly
- ✓ Able to listen and ascertain exactly what the caller is requesting
- ✓ Standard desktop skills (Microsoft Office, Google suite (docs, sheets, etc.))
- ✓ Able to persuade customers to higher-priced packages and services by adding value and overcoming objections.
- ✓ Should be a strong influencer and results-oriented
- ✓ Proven track record of being strongly self-motivated and goal-oriented
- ✓ Should have a very strong positive self-image and secure in who they are and be unafraid to challenge peers and supervisors without feeling threatened.

### **Education and Experience**

- ✓ Senior High School Degree or Equivalent
- ✓ Previous call center experience is a plus
- ✓ Virtual Assistant Experience is a plus
- ✓ Real Estate VA Experience is a plus
- ✓ Home Inspection Experience is a VA plus but not required

### **Physical Requirements**

- ✓ Must be fluent in English
- ✓ Must be able to sit for long periods (hours) at a time
- ✓ Must have good eyesight to read computer screens
- ✓ Must have good hearing

### **Systems and Other Requirements**

- ✓ Two (2) Computer Processors having at least i5 processor, 8 GB RAM, and Windows 10 or better operating system
- ✓ Have 2 monitors for a desktop computer or one monitor to work in conjunction with a laptop.
- ✓ Has two (2) forms of internet. Backup internet can be a hot spot on the cell phone or should have a backup location. Primary internet must provide at least 10 Mbps on wired plan (computer is wired directly to the router).

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- ✓ Conducive work area free from noise and distractions