Bowman Consulting Group – Virtual Assistant Job Description and Application Instructions

NOTE: First review of applications will take place on Monday, April 1, 2024.

Job Summary: A Virtual Assistant for Bowman Consulting will complete a variety of tasks that are non-expertise specific, meaning relating more to the operational side of the business than the content side of the business. The role is key to providing support and structure to the smooth functioning of the "office", trainings, communications and marketing.

Your success will depend upon:
- Your ability to demonstrate maturity, warmth and personal accountability, both within the business and in interacting with those from outside of the business
- Your ability to respond to fluctuating business rhythm of periods of slower and more intense needs
- Your ability to self-initiate and "see" what needs to be done
- Your ability to communicate in sometimes-challenging or frustrating human interactions in ways that show maturity, empathy, graciousness and are attentive to preserving the BCG reputation and brand
- Your flexibility to handle minor to difficult requests and tasks simultaneously, with attention to details
- Your willingness to ask questions, clarify expectations when needed, and to communicate transparently about any challenges you encounter
- Your ability to adapt to change as the business grows and to be an active participant in its growth

Qualifications & Skills:
- Familiarity, or willingness to become generally familiar, with the field(s) on which BCG trains and consults – Trauma-informed Care, Neuroscience related to trauma, Resilience, related topics
- Excellent Self-Management / Self-Organization skills and attention to detail
- Excellent verbal and written communication skills
- Excellent interpersonal and conflict-resolution skills
- Excellent time management skills with proven ability to meet deadlines
- Ability to prioritize tasks
- Ability to act with professionalism, integrity, and confidentiality
- Proficient with Microsoft Suite, Google Suite, and other common software options
- Preferable: proficient with Canva and other graphic design software options
- Ability to work some unusual hours at times with variations in time zones where training takes place

Domain	Examples of expected Skills / Tasks / Responsibilities:
Communication	• Receive phone calls and support callers with their needs, or with facilitating connection with Directors/Trainers • Monitor Team email account and respond to general emails that are not specific to needing a response from Directors/Trainers • Utilize email software (ActiveCampaign) for creating and sending marketing Emails and various other purposes
Training Prep & Follow-Up	• Prepare flyers from existing templates & set up Eventbrite training registration page • Track & complete routine of tasks that takes place prior to & following each training • Prepare and send out Follow-up email (from template) with updated information and send from Team email
Virtual Training-Day Specific	• During training, including, but not limited to:

	o being present on Zoom and monitoring email in the 30 minutes prior to training start time, supporting participants with getting on Zoom or with other needs o supporting participants who need help at start of training o Take attendance roughly 30 minutes into start of training o Monitoring chat for roughly first hour of training to help anyone with needs • Be prepared with email of training handouts to send to anyone who didn't find theirs prior to the training
Graduate Credit Pwk	• Complete and submit graduate credit forms to Seattle Pacific University for any of the 3-Day Collaborative Problem Solving trainings that we do (these are from templates) at least 3 weeks prior to training • Enter grades of P/F into SPU system roughly one week after training
Social Media	• Basic graphic design, posting, and monitoring for various social media channels: Facebook, Instagram, Pinterest, Twitter, LinkedIn, YouTube
Website – Basic Management	• Add trainings to Event page (with link and flyer) as soon as they are firmly scheduled • Shift completed trainings to "Past Events" section • Uploading training certificates; occasionally adding or updating existing resource documents on training resource pages
Bonus Tasks if possible	• Create a couple of different pages we'd like to add to our website – Resource Page, and a HeartMath techniques and technology, maybe one other • Building up "exposure marketing"; getting us in front of new, interested eyes • Ebook and/or eproduct development for website "freebie" or other purposes • DO ChatAI research related to products that we can create related to our field • Blog research and drafting
Occasional personal tasks	• Make travel reservations, handle routine phone calls for various things, etc.

To be considered:

1) Please answer the **Google survey form**
2) Submit to team@bowmanconsultgroup.com with the subject line: Best Virtual Assistant
   o **Resume/CV** as an attachment to the email
   o **A short introductory video** if you would like (not mandatory)
   o **Brief cover letter** (body of the email)

Google Survey Form (may have to copy & paste into browser bar):
https://forms.gle/FZZpJpPjE8Z1XXtH8

Cover Letter Instructions (Body of your email): Please write a 3-paragraph cover letter in the body of your email discussing the following:
1. Your experience doing virtual assistant or similar work
2. Your methods of organization and communication when functioning with a team in a remote work situation where information and tangibles are needing to flow among team members
3. Why you believe we'll find you to be highly skilled and a strong contributor on the team

Short Video Instruction:
If you would like, send a short video of why we should hire you (no more than 3-5 minutes). Don't send a list of your experiences, tell us why you are passionate about this position.