

**Administrative Assistant  
Mind Matters Hypnosis  
January 2023**

**Duties:**

- Answering the phones and questions from potential clients.
- Booking clients over the phone and scheduling their appointments.
- Proposing and creating ways to acquire more clients.
- Assisting with the preparation of correspondence to clients and proofreading other written materials.
- Manage posting to social media accounts and support in occasional content creation.
- Act as the first point of contact for questions and resources from other staff members.
- Maintaining confidentiality of sensitive and confidential information.
- Performing other work-related duties as assigned.

**Position Summary for Mind Matters Hypnosis**

You will be responsible for providing a wide range of administrative, customer service and operations support to the company. You will also be responsible for occasional posting on social media accounts on behalf of the owner. Must be computer literate and able to use software tools to create documents. Must be resourceful, an independent thinker, and self-sufficient as well as self-motivated, kind and very detail oriented. **We are looking for someone with fantastic people skills!**

**Minimum Qualifications:**

- Previous administrative and customer service experience.
- Background in Sales or Customer Service dealing with emotional people and/or challenging situations, preferred.
- Strong computer and internet skills, specifically Apple and Mac Suite usage required.

- Skills using appointment scheduling software-Google Calendar, Calendly & Airtable.
- Understanding of social media accounts and posting on Facebook and Instagram.
- Must be a self-starter with excellent communication skills and the ability to handle sensitive customer issues with kindness, patience and compassion.
- Must be efficient with strong attention to detail.
- Must have strong customer support orientation (for internal/external customers), demonstrated professional demeanor, and the ability to maintain confidential information.
- Must have strong skills in organization and planning, demonstrated ability to work independently and exercise sound judgment and problem solving.
- Ability to prioritize tasks, exercise sound judgment and confidentiality with sensitive information.
- Excellent communication, interpersonal, and presentation skills.
- Previous experience or skills with email marketing campaign software, QuickBooks, and Google/Facebook ads a PLUS.

Position is 100% remote. Working hours are 9a-5p (Eastern) Monday-Friday.

Please email your application to [Info@MindMattersHypnosis.com](mailto:Info@MindMattersHypnosis.com).