

# CONSULTANCE

## ACCOUNTING SERVICES

Consultance Accounting Solutions LLC is searching for a warm, friendly, upbeat, part-time, virtual sales / service representative.

Consultance provides small- and mid-size businesses, not-for-profits and associations across the nation with high quality, customized and user-friendly accounting and bookkeeping services. This part-time virtual sales representative will reach out to Consultance's list of nonprofit executives to see how we can help them with their bookkeeping or other accounting needs.

Expected work is up to 20-30 hours per month, all to be conducted during normal business hours (9am-5pm/Monday through Friday).

Hourly rate of \$15 depending on experience.

### **Job Responsibilities:**

- Make outbound calls to nonprofit executives interested in considering outsourced accounting and bookkeeping services.
- Utilize selling skills to promote the services to prospects that best meets their unique needs.
- Utilize computer/on-line guidelines in responding to customer inquiries.
- Complete, process, and maintain applicable records online (using Dropbox and CRM system like Salesforce, Zoho, Insightly or similar CRM programs to track leads, follow ups, scheduling calls, etc.).
- Gather information, research/resolve issues such as reaching someone who has left the organization, wrong phone number, missing phone number, etc.
- Track progress and log calls, action items, follow ups, etc. and provide weekly status report (again, using CRM system like Salesforce, Zoho, Insightly or similar CRM programs to track leads, follow ups, scheduling calls, etc.).

### **Minimum Requirements:**

#### Professional:

- One year or more working in sales/customer service or call center.
- Ability to communicate effectively and professionally (written and oral).
- Independent decision making and problem solving skills.
- High energy, positive attitude.
- Ability to "think on your feet" and adapt to customer questions or comments.
- Work background which demonstrates strong negotiation & communication skills and ability to positively interact with prospective customers on the phone.
- Working knowledge of computer with good data entry skills.
- Familiarity with bookkeeping, accounting and financial services is preferred.
- Strong Customer Service skills, including the ability to remain flexible and calm in high pressure or continually changing situations

#### Home Office and Technology:

- Strong working knowledge of Microsoft Office Suite.
- Experience utilizing CRM system such as Salesforce, Zoho or Insightly (for tracking calls/lead management, etc.).
- A Home Computer with an Operating System.
- Cable or FiOS broadband connection (no satellite or dial up connections).

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- A clean desk in quiet home office during usual office hours (Monday-Friday 9am-5pm Eastern or Central time) – no background noise.
- Employee uses their existing personal computer, phone and technology.

### **To apply:**

#### **Step 1:**

Interested applicants please send your resume with cover letter or cover email to [helena@consultancellc.com](mailto:helena@consultancellc.com). Also send a sample script email you would use to follow up with someone after you left a message for them. (Direct the email pitch to a nonprofit executive who runs a small nonprofit and has many hats to wear and doesn't want to spend a lot of time on bookkeeping and accounting for the nonprofit. You just left them a phone message trying to connect with them and now are sending them a follow up email.)

#### **Step 2:**

Interested applicants please call us at 703-596-9122, and leave a short message (under 90 seconds) pitching us on Consultance's bookkeeping and accounting services. You can learn more about the service by going to [www.consultancellc.com](http://www.consultancellc.com) and reading about what we do. Direct the pitch to a nonprofit executive who runs a small nonprofit and has many hats to wear and doesn't want to spend a lot of time on bookkeeping and accounting for the nonprofit.

**You must complete both Step 1 and Step 2 above to be considered for this position.**

**Thank you for your interest! We look forward to adding a great sales rep to our team!**