



MyRuby PA Job Overview

Position: MyRuby PA

Job Type: Permanent

Location: Colchester Business Park

Hours: Monday – Friday 8.45am – 5.30pm

As a MyRuby PA you will be an essential part of our business. You will represent MyRuby to our clients, and you will be representing their customers too. In return for your commitment and enthusiasm, you will be rewarded with an attractive salary and training, a fun working environment and great benefits like a health cash plan, performance bonus and a treat on your birthday.

MyRuby only employs team players. Whilst you will have responsibility for your own group of clients, you will also look after your team's clients when they are not available to take their calls.

MyRuby PAs are the professional first image of their clients. You never get a second chance to make a first impression. So at the end of each and every call, the caller must be 100% confident their query has been handled effectively.

In addition to professional call handling, a Ruby's duties also include:

- Creating a detailed client record on our CMIS to accurately record key company and contact details and their call handling requirements.
- Updating and maintaining this information on a regular basis.
- Responding to client requests to change their call handling requirements, such as during a holiday period.
- Ad hoc tasks such as making travel arrangements, managing diaries, internet research

Key Skills & Attributes

- A warm, outgoing personality
- Desire to provide outstanding customer service
- Excellent telephone manner & speaking voice
- Competent IT skills – Keyboard, Microsoft Office, Databases
- Attention to detail including grammar and spelling
- Strong organisational and interpersonal skills
- Ability to work in a team
- Good level of education including Maths and English GCSEs
- Great common sense and initiative

Desirable Skills & Attributes

- Previous experience in an office environment
- PA/Secretarial Skills