



Administrative Support: (\$1900-\$5500 Per Month) Dependent Upon Client Needs

INCLUDES

○ Email Management:

- Setting up a system for labeling, replying or filing incoming emails;
- Setting up automatic filters
- Drafting replies for frequently asked questions.
- Managing Email Lists
- Creating & Scheduling Email Campaigns
- Track opening rates, click-through rates and unsubscribe rates, and prepare email analytics reports
- List segmentation
- Removing hard bounces and recurring soft bounces
- Deleting unengaged subscribers
- Tracking the effectiveness/ROI of email campaigns

- Tracking click-throughs, conversions, unsubscribed recipients
- Updating signup forms and opt-in forms
- Reaching out to leads via email
- Data Entry/Administrative Management:
 - Enter new information into the Client database on a regular basis
 - Keep the database updated
 - Written Correspondences such as: sponsorship letters, donation letters, E-mail blasts & etc.
- Scheduling/Calendar Management
 - Scheduling appointments and meetings
 - Sending reminders to Client contacts

- Rescheduling missed appointments
- Scheduling recurring and one-time events
- Confirming availability
- E-Commerce Management:
 - Periodically listing or removing products from the online directory
 - Product category management
 - Processing and fulfilling online orders
 - Coupon data entry
 - Processing returns and exchanges
 - Issuing refunds where applicable
 - Managing inventory
 - Managing the payment systems
 - Replying to customer service questions