



## Current Opportunities at VirtForce

### Accounts Receivable Specialist

Job Requisition #: 12122023

**Compensation Details:** 1099 Role, 60 hours per month averaging 12-15 hours weekly for the 2<sup>nd</sup> and 3<sup>rd</sup> weeks and 15-20 hours weekly the 1<sup>st</sup> and 4<sup>th</sup> weeks. The compensation range for qualified candidates is anticipated to be \$34-38 p/h. The final offer will be dependent upon experience.

**Hours & Locations:** Remote CONUS, with EST/CST/MST preferred time zones. **A quiet office is required for scheduled meetings/phone calls, which can be expected approximately 50% of the time.** Location Exclusions: Washington, California, Ohio, North Dakota, and Wyoming.

**About the Role:** VirtForce's Employment Partner is looking to hire an Accounts Receivable Specialist to join their remote team. The accounts receivable specialist supports a meticulous financial system by managing cash influx and collecting payments from clients. As an Accounts Receivable specialist, you will process, track, and record payments in an accurate, efficient, and timely manner. The accounts receivable specialist will have both a day-to-day and ongoing impact on financial transactions, keeping the company on track, on time, and on good terms with valued partners.

The ideal candidate will be a self-starter who is deadline-driven and detail-oriented. You have a natural eye to spot things out of place before they come to completion and are seen as positive and personable with the ability to handle work that is analytical, evaluative, and advisory in nature.

### About the Company:

VirtForce's Employment Partner is a crypto and Bitcoin ASIC store and has been in the mining business since 2017. This company was founded by two small town North Dakota based pioneers with a dream to see fiat obsolete and Bitcoin become the true, most prevalent financial instrument.

Their mission is to provide guidance into a revolutionary transition of financial independence through cryptocurrency while providing a way everyone can learn, get involved, and grow the future of finance.

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## **Role & Responsibilities**

- Create and maintain financial and business transactions including invoicing, reconciliation, and tracking.
- Ensure the company receives payments for services and notify the CEO/CFO of any missed payments or discrepancies.
- Ensure that the correct amounts are collected in a timely manner.
- Consider the need for new or changed controls.
- Project accounting data to support proposed plans on investments, income, cash position, and overall financial condition.
- Support accounting team with reporting, taxes, and transaction detail as needed.
- Additional Financial Admin tasks as needed.

## **Day-to-Day Duties**

- Support the company in optimizing our financial transactions and systems by performing reconciliation of payments and customer accounts.
- Secure payment by verifying and posting receipts and resolving any discrepancies.
- Perform administrative and clerical tasks, such as data entry, preparing invoices, sending reminders, saving paperwork, and contacting clients to discuss their accounts as needed.
- Analyze the effects of transactions upon account relationships. Including any overage/underage of accounts.
- Evaluate alternative means of treating transactions.

## **Requirements**

- 4+ years of experience in accounts receivable and/or bookkeeping, emphasis is placed on those with experience invoicing, reconciling, and managing the accounts of 100+ clients. Bachelor's degree in accounting or a related field
- 2 years of QuickBooks and Google Suite experience. Experience with Kraken, Authorize.net, or similar software required.
- Knowledge of multiple payment options including, Wire Transfer, ACH (receipt and draw), Crypto/Bitcoin, and USDT.
- Attention to detail with excellent verbal and written communication.
- Proven understanding of basic accounting principles and SFAS rules
- Patient, self-motivated and collaborative with an analytical and problem-solving mentality.
- Support the company in optimizing our financial transactions and systems by performing reconciliation of payments and customer accounts

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### **Tech Requirements:**

- Strong Computer Skills are a must! Experience with a Mac a plus!
- Must possess reliable high-speed internet connection minimum speed of 25Mbps  
Minimum upload speed of 5 Mbps.

**Application Link:** <https://jobs.virtforce.us/job/ars/>

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## Marketing Specialist

Job Requisition #: 12142023

### **About the Organization:**

VirtForce's Employment Partner is a non-profit organization dedicated to supporting the growth of the emerging ag industry of bamboo farming in Florida. As the leading resource for bamboo crop farmers in Florida, they achieved remarkable achievements in their first year, including 65 member entities, funded research, USDA eligibility for disaster relief, and a successful inaugural annual meeting. With a vision to help the bamboo farming industry grow to be healthy, competitive, and successful, this organization is poised for further success.

### **About the Role:**

VirtForce's Employment Partner is currently seeking a talented and motivated Marketing Specialist to join their team. Reporting directly to the President, you will play a pivotal role in maintaining and updating the association's WordPress-based website. In addition, you will craft compelling digital content copy for various communications channels and offer support in areas such as membership, finances, and annual meeting planning. Initially, this position requires 15-20 hours per month, with potential growth in hours and responsibilities.

The ideal candidate should have at least 2 years of marketing experience and a background in social media management. Join this great non-profit organization and be part of an exciting new industry with immense potential!

### **Compensation:**

\$20/hour; 1099 position

### **Hours & Location:**

15 – 20 hours/month; no quiet office hours are required for this position; Remote CONUS and OCONUS Friendly

### **Job Responsibilities:**

- Update the organization's website with preexisting news, blog, and other various content using WordPress.
- Create, review, and edit copy to be used for internal and external communications such as press releases, social media platforms, and emails to members.
- Provide administrative support to association directors.
- Plan and support the execution of annual meetings.

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- Advise the leadership team on how to integrate information into organizational marketing strategies, policies, or activities.

### **Requirements:**

- Minimum of 1 year of experience utilizing WordPress or other similar websites
- Minimum of 2 years of experience in marketing with knowledge of promotion, marketing strategies, and tactics
- Proven experience in social media management with platforms such as LinkedIn.
- Proven experience in creating, reviewing, and editing copy for various communication channels, including press releases, social media platforms, digital newsletters, and emails.
- Strong attention to detail and the ability to ensure accuracy and consistency in written content.
- Creativity, adaptability, and strong interpersonal skills.
- Proactive, self-directed, and results-oriented, with excellent time management skills.
- Ability to handle multiple projects simultaneously, set priorities, and meet deadlines.
- Willingness to learn and adapt to new technologies and tools.

### **Technology Requirements:**

- Desktop or laptop computer
- Must possess reliable high-speed internet connection with a minimum speed of 25 Mbps and a minimum upload speed of 5 Mbps

**Application Link:** <https://jobs.virtforce.us/job/marketing-specialist-2/>

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## Virtual Assistant

Job Requisition #: 12132023

### **About the Organization:**

VirtForce's Employment Partner is a veteran-led nonprofit providing training, education, advocacy, mentorship, and service to veterans and their families in the areas of mental wellness and suicide prevention.

### **About the Role:**

VirtForce's Employment Partner is looking for a highly motivated and talented Virtual Assistant to join their team. You will report directly to the President and play a crucial role in planning and documenting organizational operations and initiatives. You will also interact with clients and provide intake and referral services. This position requires 10-15 hours per week, after a two-month training period of 20-30 hours per week. There is potential for increased responsibilities over time as you grow with the organization.

Join this special organization and be a part of an important mission to support military veterans and their families.

### **Compensation:**

\$15-20/hour depending on experience; 1099 position

### **Hours & Location:**

20-30 hours/week as training for first 2 months, then 10-15 hours/week regularly with up to 40 hours/week during annual events typically occurring in June and September.

Remote CONUS and OCONUS Friendly; preference for candidates with the ability to work in Eastern Time (ET) time zone.

This role will require quiet office hours during scheduled meetings with team and while interacting with clients, approximately 50% of the time.

### **Job Responsibilities:**

- Provide comprehensive administrative support with tasks such as email and calendar management
- Establish internal processes for programs and initiatives
- Create and manage organization spreadsheets

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- Utilize CRMs for documenting organizational activities
- Write copy, review, and edit digital content to include digital newsletters
- Scheduling and researching potential guests for a YouTube channel
- Serve as administrator of special committees within the organization
- Assist with annual event planning
- Complete intake and referral services for clients
- Advise the leadership team on how to integrate information into organizational strategies, policies, or activities

### **Requirements:**

- Background or experience in the military community
- Minimum of 1 year of experience as a virtual assistant with email management and calendar support
- Minimum of 1 year of experience using G Suite, MS Suite, Teams, or similar programs
- Experience in writing and editing compelling digital copy for social media and email campaigns
- Proven experience using CRM software
- Excellent communication skills, both written and verbal
- Proactive, self-directed, and results-oriented, with the ability to independently plan and execute projects
- Strong time management skills, capable of handling multiple projects simultaneously, setting priorities, and meeting deadlines
- Willingness to learn and adapt to new technologies and tools
- Experience with intake and referral services *preferred*
- Experience with donor support operations *preferred*

### **Technology Requirements:**

- Desktop or laptop computer
- Must possess reliable high-speed internet connection with a minimum speed of 25 Mbps and a minimum upload speed of 5 Mbps

**Application Link:** <https://jobs.virtforce.us/job/vcv-va/>

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## Bilingual Customer Service Representative, Spanish/English

Job Requisition #: 12072023

### Company Summary

Taking care of our customers, our communities, and each other. That's the Travelers Promise. By honoring this commitment, we have maintained our reputation as one of the best property casualty insurers in the industry for over 160 years. Join us to discover a culture that is rooted in innovation and thrives on collaboration. Imagine loving what you do and where you do it.

### Job Description Summary

By handling inbound calls from our existing customers, our Bilingual Customer Service Representative can build and maintain effective relationships with our customers and provide support to those who need it most. This role may assist customers and agents with quotes, policy inquiries and changes, address insurance billing questions or handle inquiries on technical support. This rewarding opportunity is not the only perk: access to great benefits, collaborative work environments, plus job growth and development all contribute to a fulfilling career with Travelers.

*Preferred Time Zone Central, Mountain, Pacific*

### Schedule Details and Location

Don't miss our next opportunity - Currently accepting applications for:

- February 12th Start date – Schedule is 7:00 a.m. – 4:00 p.m. Pacific Time/ 9:00 am- 6:00 pm CT
- February 26th Start date – Schedule is 7:00 a.m. – 4:00 p.m. Pacific Time/ 9:00 am -6:00 pm CT

Training – We invest in your future!

- The first 12 weeks consists of paid, on-the-job training (Monday-Friday) to prepare you for success in your Customer Service role.
- Following training, the schedule will remain the same (Monday-Friday, 7:00 a.m. – 4:00 p.m. Pacific Time) and you will support rotating weekends which consists of a Saturday every 5/6 weeks

***This position is being offered as a remote/work-from-home opportunity for military spouses and veterans referred by VirtForce, however, the listing does mention the Spokane offices.***

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***This position will remain WFH for VirtForce members. Remember to note that you are a VirtForce member in your cover letter, resume, and in your interviews!***

### **Pay Details:**

- This position offers a starting base salary of \$41,000.
- Eligible for Full Benefits on Day One of employment.

As part of the hiring process, this position requires the completion of an online pre-employment assessment. Further information regarding the assessment including an accommodation process, if needed, will be provided at such time as your candidacy is deemed appropriate for further consideration.

### **Primary Job Duties & Responsibilities**

- Based on customer situation, provide policy options such as additional deductible, basic coverages and discounts in Spanish and English.
- Responds to customers/agents requests for quotes or changes to existing policies in Spanish and English.
- Reviews cancellations and reinstatements and makes appropriate decisions to resolve with guidance.
- Resolves service-related complaints and complex calls (Spanish and English) with guidance from others on more complex calls.
- Assist customers with simple intent calls in Spanish and English.
- Acts as online billing systems and agency portal website expert to provide proactive agency and customer support in Spanish and English.
- Identifies new business opportunities driven by customer/agent request where appropriate, which includes both coverage and product. New business requests will be transferred as appropriate.
- Ensures current and complete documentation of account notes in English.
- Other duties as assigned
- Perform other duties as assigned.

### **Job Specific Technical Skills & Competencies**

- Some college *preferred*.
- Prior insurance and/or call center experience *a plus*.
- Resident Property and Casualty or Personal Lines Insurance License *preferred*.
- Solid math and analytical skills.
- Strong keyboard skills and system navigation experience.
- Able to meet quality and customer experience expectations.
- Ability to diffuse and assist irate callers.
- Exceptional oral and written communication, keyboard, and system navigation skills.

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- Problem solving and decision making: Good decision-making skills to handle requests, resolve issues and develop risk based on company guidelines.
- Seeks assistance on non-routine matters
- Ability to successfully complete training by meeting expectations for assessments, knowledge checks and applying content.

### **Minimum Qualifications**

- High school diploma or GED.
- Previous customer service experience.
- Fluent in Spanish language required.

### ***What Is in It for You?***

- **Health Insurance:** Employees and their eligible family members – including spouses, domestic partners, and children – are eligible for coverage from the first day of employment.
- **Retirement:** Travelers matches your 401(k) contributions dollar-for-dollar up to your first 5% of eligible pay, subject to an annual maximum. If you have student loan debt, you can enroll in the Paying it Forward Savings Program. When you make a payment toward your student loan, Travelers will make an annual contribution into your 401(k) account. You are also eligible for a Pension Plan that is 100% funded by Travelers.
- **Paid Time Off:** Start your career at Travelers with a minimum of 20 days Paid Time Off annually, plus nine paid company Holidays.
- **Wellness Program:** The Travelers wellness program is comprised of tools and resources that empower you to achieve your wellness goals. In addition, our Life Balance program provides access to professional counseling services, life coaching, and other resources to support your daily life needs. Through Life Balance, you're eligible for five free counseling sessions with a licensed therapist.
- **Volunteer Encouragement:** We have a deep commitment to the communities we serve and encourage our employees to get involved. Travelers has a Matching Gift and Volunteer Rewards program that enables you to give back to the charity of your choice.

**Application Link:** <https://jobs.virtforce.us/job/bcsr/>

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## Senior Living Customer Care Representative

Job Requisition #: 12082023

### Responsibilities

Compassionate independent contractors needed to assist seniors and their families to find senior living care. Working Solutions' senior living program supports a senior care referral service provider, with contractors working to effectively match customers with the appropriate online tools or Senior Living Advisor. Listening skills and empathy are essential to this role. This is a work-from-home role that provides customer service through inbound and outbound phone calls.

At Working Solutions, we work with top national brands to humanize their customer experience. When you join our network of remote customer care PROs, aka "the WooHoo! Crew", you will have access to work on contracts exclusive to Working Solutions.

**Why join the WooHoo! Crew?** There are many perks to contracting with us:

- **Work from home:** Say goodbye to commuting hassles and hello to the convenience of working from home.
- **Work when it's convenient for you:** Flexibility is the name of the game. Schedule your own hours and enjoy the freedom of creating a schedule that works best for you.
- **Gain experience in different industries:** Expand your skillset and broaden your horizons while providing exceptional customer service.
- **Supportive environment:** We're there to help so you can focus your efforts on bringing top-notch service to the customers we serve.

### Earnings Potential

- Earn up to \$12.00 per hour; 1099 role
- Additional performance-based incentives available, up to an additional \$2 to \$4 per hour

### Schedule and Location

- Client hours of operation are Monday-Sunday, 7:00am-11:00pm, and Saturday, 7:00am-4:00pm; the times of highest need are afternoon hours Friday-Monday.
- **You create your own schedule** - select the available hours that are convenient for you.
- You can schedule time in as little as 15-minute increments giving you a ton of flexibility!
- Remote CONUS + Alaska, Hawaii, and Canada; location exclusions for California, New York, Pennsylvania, or Washington.

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## Skills Needed

- Exceptional verbal communication and rapport-building skills
- Consultative sales skills
- Ability to multi-task - you will be speaking with callers, navigating multiple systems, and entering information to create client profiles
- High comfort level working on a scripted program

## Work Environment Requirements:

- Quiet, uninterrupted space
- Organized desk area

## Technology Requirements

- Personal computer (no tablet)
- Broadband internet connection, recommended at least 10 MBPS
- Wired internet connection (no wi-fi or mobile internet)
- Windows 10 or Windows 11 operating system
- Valid antivirus software installed, running and up to date
- USB headset with microphone
- Contractors on this program will benefit from having dual monitors, though not required

\*[Full PC requirements](#)

**Application Link:** <https://jobs.virtforce.us/job/senior-living-ccr/>

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