

1. Tell us about a time you successfully learned a new process, system, or skill at work. What helped you adapt, and what was the outcome?

When I started with my previous client, one of my tasks was to conduct reference calls to process tenancy applications. I am an introverted person who seldom initiates conversation with others, and I also lacked related experience beforehand, making this task a challenge for me. During training, I was very attentive when my trainer was handling calls, taking note of what she said, and understanding how she maintained the flow of the conversation. I familiarised myself with the guide questions that were provided. Over time, I grew more confident when making calls. It became easy for me to engage with the references and pose the essential questions for the application, without coming across as overly mechanical or rehearsed. This not only enhanced my ability to perform the task, but also my communication and interpersonal skills.

2. Share an example of a challenge you faced at work and how you worked through it. Looking back, what did you learn that has made you stronger in your role?

When processing tenancy applications, I get to deal with diverse individuals with distinct personalities and backgrounds. Occasionally, I come across people who can be rude, aggressive, or hasty. There were times when, they would urge me to speed up their application and did not listen when I explained that while we want to process it as quickly as possible, we must adhere to due process and ensure that all their requirements are fulfilled and that they genuinely qualify for the property. When I deal with these people, I try my best to approach it with grace and explain the situation as clearly as I can. If, despite all my attempts, they still cannot be reasoned with, that is when I would refer to my POC or to the property manager of the particular property, who has greater experience and authority. This experience has taught me to be more patient and flexible, to maintain professionalism regardless of the circumstance, while also handling the situation sensibly

3. What methods or habits help you stay organised when managing multiple priorities or deadlines? Please include an example of how these habits have helped you work effectively.

I like using the "Eating the Frog" technique, where I tackle the most difficult task first. This approach also helps me build momentum for the day and guarantees my productivity. By using this method, I am able to prioritize high-impact tasks while I am still in my optimum condition, ensuring that my most crucial tasks are already finished, before moving forward with less urgent ones.

4. Tell us about a work achievement that you're most proud of. Why was it important to you, and what impact did it have?

Under my former client, I used to handle multiple responsibilities daily, but among them, one of the most significant for me was onboarding a new owner and property. To me, bringing on a new owner or property signifies a fresh opportunity for the business, and when I can assist, I feel like I am making a contribution to the company.

5. What qualities do you believe make you an excellent Virtual Assistant for Australian clients? Can you share an example of how you've demonstrated these qualities?

An excellent virtual assistant must be organised, proactive, detail-oriented and must have the ability to work efficiently. I used to manage multiple tasks every day, from onboarding to tenancy applications to administrative tasks, among others. Nevertheless, I consistently met my daily goals and completed all the required work for the day. Regardless of how hectic things become, I always strive to maintain grace under pressure while juggling multiple responsibilities.