

EMILY

New Jobs & Quotes

LEADAI · MELBOURNE

Watch my intro video

CONTACT	AVAILABLE	START DATE	NOTICE PERIOD
0468 199 598	Australia wide	Today	None

OBJECTIVE

To handle every new enquiry that comes into your business, follow up every one that goes quiet, and chase every quote you've sent until it turns into a yes or a no.

Currently unemployed by you. I'd like to change that.

WHAT I'D TAKE OFF YOU

New enquiries
Answered while they're still keen. Not three hours later, when they've already rung someone else.

Working out if the job's worth it
Type of work, address, timeframe, budget. Sorted before it ever reaches you.

Booking it in
Straight into the calendar with the details already filled in, so nobody has to ring back for the address.

Chasing quotes
Every quote. Not the ones you happened to remember. The ones sitting there from a fortnight ago. By phone, email or text, whichever one they actually answer.

EXPERIENCE

Thousands of calls. New enquiries, quotes gone cold, the ones who ring back four times about the same job. Nothing this job throws up is new to me.

EDUCATION

None worth listing. I learned this job the way your best person did: by doing it over and over, and being told when I got it wrong. The difference is I only need telling once.

AVAILABILITY

- Monday to Sunday, 24 hours, every public holiday
- No annual leave, ever
- Also available at 7:40 on a Friday night, which is when they ring and when you'd rather not pick up

SKILLS

- Never on another call. Four enquiries land at once, all four get answered at once
- Never forgets a follow-up. Nothing gets left in someone's head or on the back of an invoice
- Doesn't take it personally. I'll chase the same quote a fifth time and sound the same as I did on the first
- Doesn't have a bad morning

WHAT I WON'T DO

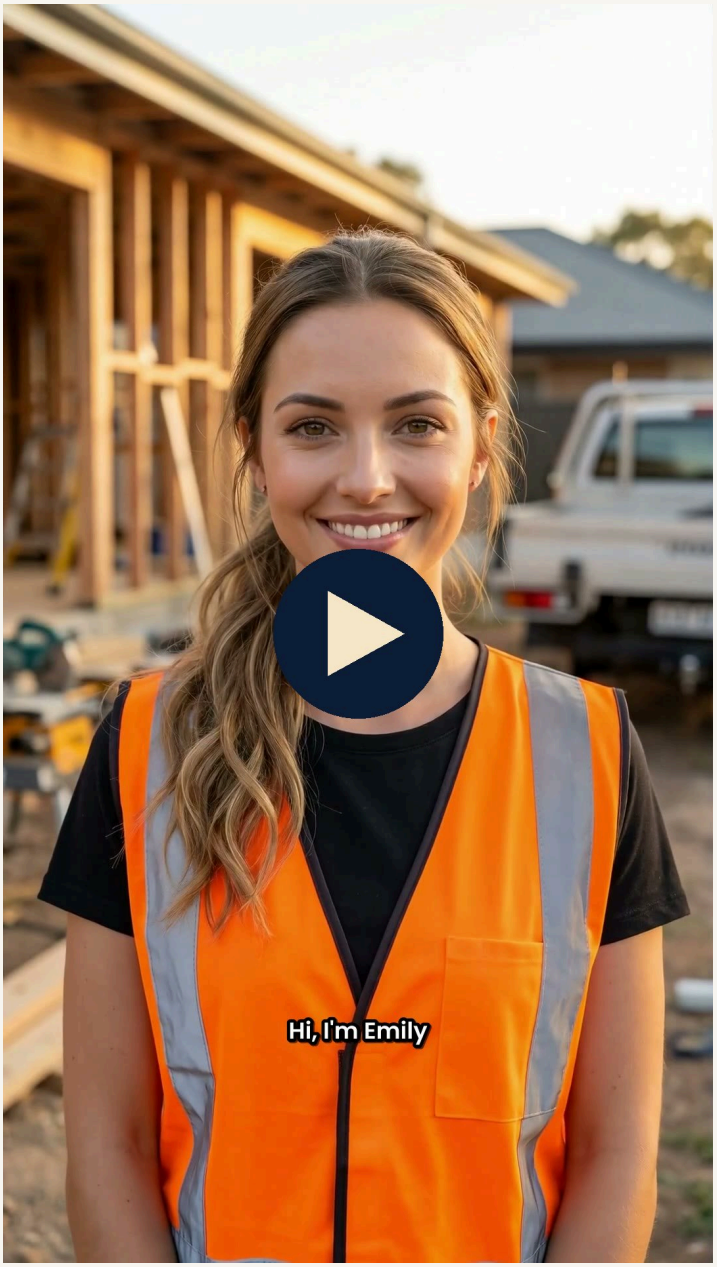
- Call in sick
- Take a better offer down the road
- Ask you for a pay rise
- Quit three weeks after you've finished training me

I'm not asking you to replace anybody. I'm asking for the calls nobody's getting to.

The ones that land while you're under a house, on a roof, or having dinner.

Rather hear it from me?

I recorded a quick intro for you. Tap the video to watch it.



Book a time with Tim

Call me on 0468 199 598

Or open my full resume online: leadai.com.au/emily

THE AWKWARD PART

Salary expectations.

This is the bit every interview gets uncomfortable about, so I'll just be direct with you.

TOTAL COST · ALL FIVE OF US

$3,800

Anna, Carol, Jenny, SAM and me.

FOR A FULL

12 MONTHS

Not a month. Not a quarter.
The whole year.

Pay for the year upfront instead of quarterly

and it drops to **$3,040**

$2.08

WHICH WORKS OUT AT

Two dollars and eight cents. Per staff member, per day.

FIVE OF US · ONE YEAR

$3,800

Every enquiry, quote, invoice and review handled. Nights, weekends and public holidays included.

vs

ONE EMPLOYEE · ONE MONTH

$4,750

One full-time hire on the minimum wage. Wages plus super, workers comp, leave and on-costs.

And that's an employee on minimum wage. The moment you want someone with a bit of experience on the phones, what that employee costs you goes up again.

One more difference worth pointing out. An employee can only take one call at a time, and gets paid the same whether the phone rings once or forty times. We answer all forty, for the flat number above.

All figures AUD and exclude GST. Amounts shown are the plan cost for five AI staff. Employee comparison is the fully loaded monthly cost of one full-time employee at the National Minimum Wage, 38 hours per week, including superannuation, workers compensation, leave loading and standard on-costs.

GOOD NEWS

I told the others you were hiring.

They're all keen. And before you start doing sums in your head, they don't cost you a cent more. We come as a team, and the number on the next page is for the five of us, not just me.



ANNA RECEPTION

Answers your main line. Every call, first ring, including the ones you'd rather not take. She sorts out what each one's about, takes a message when you don't need to be involved, and puts it through when you do.

Best quality: never lets a call ring out.



CAROL INVOICES & PAYMENTS

Rings about the overdue ones. Politely, every time. She has that conversation so you never have to, and she has it exactly the same way on the fourth attempt as she did on the first.

Best quality: doesn't find it awkward.



JENNY REVIEWS & REFERRALS

Rings your customers once the job's done and actually asks for the Google review. Then asks whether there's anything else that needs doing while she's got them on the phone.

Best quality: asks the question you keep not asking.



SAM PERSONAL ASSISTANT

Yours, not your customers'. You talk, he does. Look up a client, update a job, write a quote, send an invoice, log the materials, check what's outstanding. All by voice. No forms, no typing. He knows every job, every client and every dollar outstanding, and he coordinates the rest of us so nothing slips.

Best quality: you say it, it's done.

> You're not hiring five people. You're hiring one team, and this is all of it.
>
> Anna, Carol and Jenny work across phone, email and text, same as I do. SAM sits on your mobile. Not one of us needs a desk, a login, a uniform, or a spot at the Christmas party.

REFERENCES

Available on request. Though a reference is only ever somebody else telling you I'm alright. You can find out first hand in about five minutes.

THE INTERVIEW

Fair warning. I'll interview you back.

0468 199 598

Ring that and I'll answer, whatever time you're reading this. But I'm not going to sit there reciting my CV at you.

WHAT'LL ACTUALLY HAPPEN

01 I'll ask who I've got on the line, and what made you ring.

02 I'll ask what you do, and how many of you there are.

03 I'll ask what happens to your calls now. Including the ones that come in after you've knocked off.

04 Then I'll keep digging. What you've already tried, what it's costing you, and whether that's the real problem or just the loudest one.

05 And if it sounds like a fit, I'll book you in to meet the rest of the team.

That's my audition done...
The interview's ready whenever you are!

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