VIRTUAL ADMIN SUPPORT FOR GENERAL CONTRACTORS

ISP INTERNATIONAL SERVICE PARTNERS, LLC

World Class Virtual Admin Support
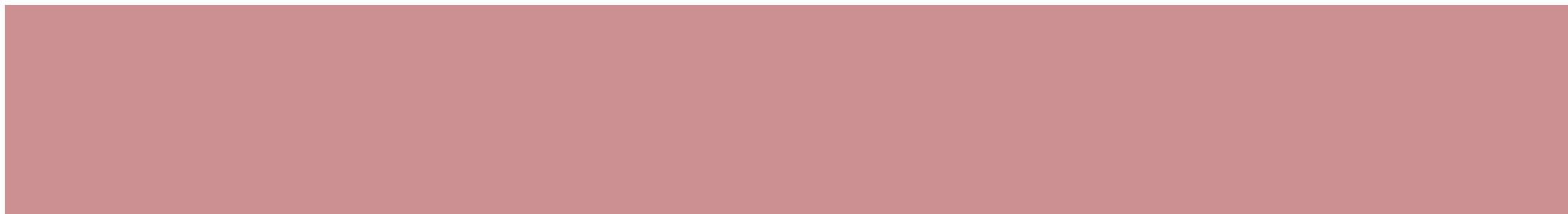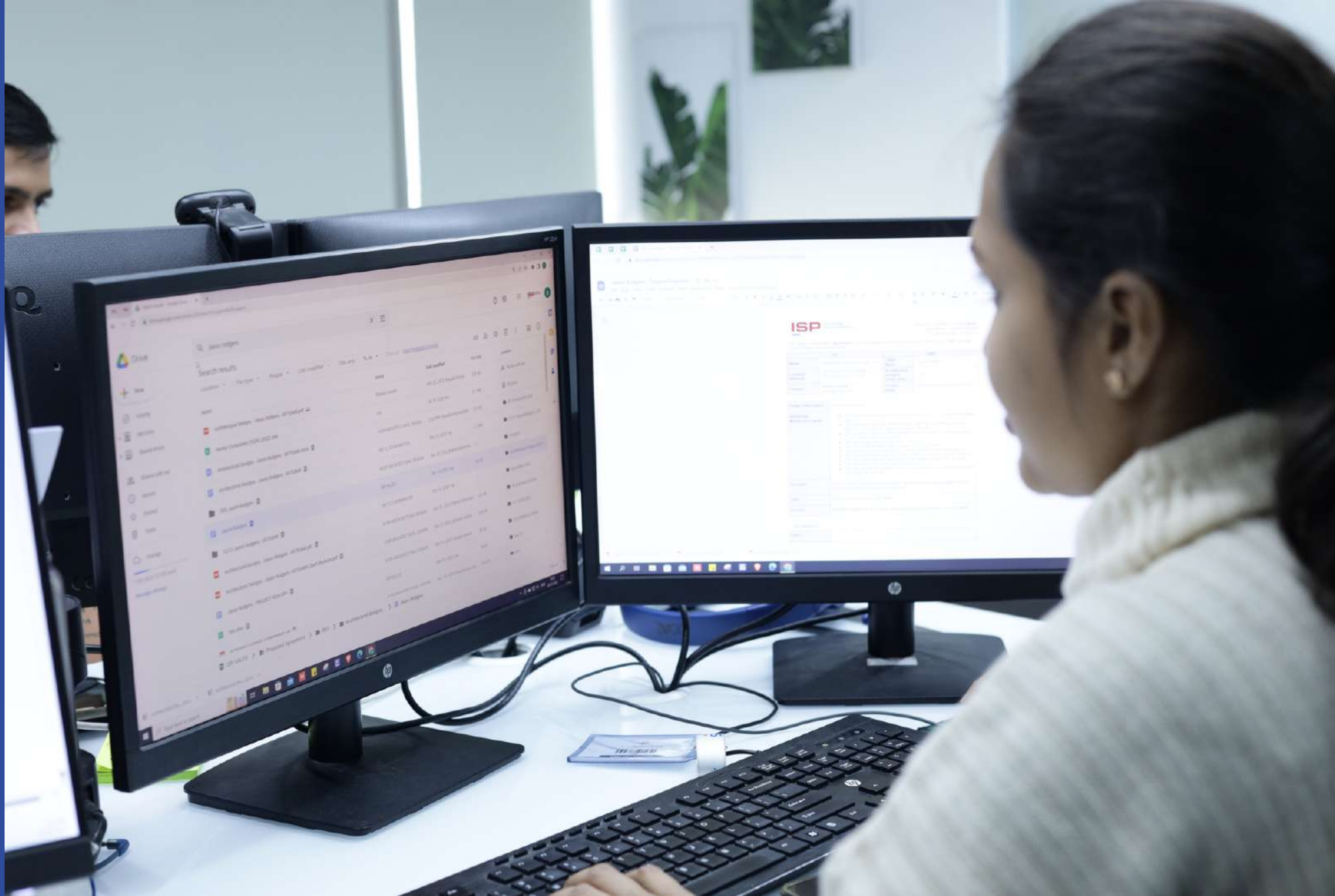
MEET ISP

4 WORLDWIDE OFFICES | 250+ CLIENTS | 300+ EMPLOYEES

Since ISP's founding in 2006, we have been dedicated to helping A/E/C firms and General Contractors grow through qualified and cost-effective remote staffing. With an operational divisions located in India and representative staff in the US, our unique model starts with our state-of-the-art training institute providing ongoing education to our virtual admin staff, resulting in exceptional virtual admin services for our clients. We work to achieve huge cost savings and quick turnaround times by leveraging the benefits of a 24-hour international business.

THE ISP ADVANTAGE

- Reduce deadline stress with 24-hour working efficiency
- Grow through cost savings by employing an ISP team at a lower monthly rate and no overhead costs
- Produce high-quality deliverables through exceptional internal quality control and adaption to your standards
- Spend more time on business development and winning new work with a dedicated production team

The Value We Provide Starts with Our Team: From recruiting professionals with Management Degrees at accredited universities to ensuring every employee in admin department is trained in U.S. standards and regulations, our expertise consistently exceeds client expectations. We also know the importance of communication when collaborating under tight deadlines. We hire team members with excellent English communication skills and retain an English tutor on staff for further improvement.

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Tasks	Your Virtual Admin Will:
Invoicing	Admin records and maintains accurate and up-to-date invoice files - Process invoices in the system according to their criteria.
Notice to Owner and Lien Releases	Verify, Record and maintain up-to-date files of each Lien Release and NTO documents.
Certificate of Insurance	The admin can keep up-to-date files on each onboarded and active vendor's certificate of insurance, which is collected and recorded in RedTeam and on the drive.
New Vendor Onboarding	Admin can handle the new vendor's documentation, validating and onboarding them on RedTeam, as well as drafting and delivering an MSA to the new vendor to sign and follow up on.
Payment Notification	Admin sends payment notifications to vendors weekly and verifies their releases and expired COI.
Draft Invoice Report	Admin pulls the draft invoice report from RedTeam, calculates the aging, and exports it to PM.

Tasks	Your Virtual Admin Will:
RFI's	Generate and send RFI's. Track all open and closed RFI's along with responses. Send RFI reports to Project Managers for construction meetings & job closeout.
Submittals	Send submittal requirements to subcontractors. Examine submittals to ensure that requirements are met. Track all open/closed submittals as required by construction documents. Follow up with "open/late" submittals from each party. Send submittal reports to Project Managers for construction meetings & job closeout.
Email Handling	Open and Read through emails on several accounts (i.e. users, contracts, lien, invoicing, etc). Send required information to the requesting party where allowable.
Documentation Management	Organize, store, and retrieve business records such as contracts, invoices, and releases.
Billing management	Admin can handle account onboarding, invoicing & periodic reporting.

RedTeam* is just one of the many construction administration software our team is certified to work in. We can also learn and work in any new software and also create any new tasks your construction team needs.

Tasks	Your Virtual Admin Will:
User and document management	Admin can create and manage user accounts, assign roles and permissions, and control access to specific projects and tools within the software as well as document management such as uploading, organizing, and sharing project documents, including plans, specifications, and submittals.
Invoice management & Accounting Integrations	Admin can create invoices and perform accounting integrations, such as Quickbooks integration.
Bid Management	Admin can add sub contractor details and send them for current & upcoming projects details as per companies requirment. Admin can also track the record or biders like specifacition of product, rates etc.
Accounting & Construction Admin Support	Admin can provide support for accounting task & documentation.

Current Capabilities: ISP Admin Support for Accounting Companies	
Tasks	**Description**
Journal entries (for checks)	Admin does journal entries like checks entries from bank statements to Client writeup.
File Center - Grouping journal entries	Admin performs grouping in an excel sheet. It includes all bank statement journal entries such as withdrawals, credit, & debit. Admin can manage & create grouping files in File Manager.

REMOTE ADMIN SUPPORT

Our virtual admin assistants are educated & trained and can help you with any admin tasks. We work on flexible timing & monthly contracts. Our virtual admin is intelligent, nice, communicates fluently, and can help support your existing team with any time-consuming tasks.

Assign us Admin tasks:

- Construction Admin Services - RFI/Submittals Handling
- Managing Spreadsheets & Online Records
- Word Processing, Data Entry & Data Processing
- Estimating & Tracking all Invoices, Work Orders & Project Schedules
- Project Management
- Accounting Support Services
- CRM Management
- Document Production
- Scheduling & Calendar Management

ISP

WE PROVIDE EVERYTHING

All Office Space, Desks and Tools

Remote Worker Tools, Training & Support

All Payroll Administration, Taxes & Benefits

All Computer Hardware + Microsoft Office Software

Required software - accounting, invoicing, data management etc.

Family Health Insurance

Architectural Design Support

MEP Design Support

Structural Design Support

Civil/ Survey Design Support

3rd Party QC

Virtual Admin for Contractors

Home Design Modifications

BIM / Clash Detection Services

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