

**Virtual Assistant
Recruitment
PLANNER**

Brought to You by:

R o n K n e s s W r i t i n g . c o m

C u s t o m V i r t u a l A s s i s t a n t S e r v i c e s



This Planner Belongs To:

HIRING PROCESS



Hiring a VA

A VA is a virtual assistant who works in their own environment and uses their own equipment to carry out tasks for you. As they don't need to travel into your office, they can be located anywhere in the world with a good internet connection.

You can outsource any task to a suitably qualified VA and you'll need to determine how qualified they are using your (virtual) recruitment process.

VAs work as contractors rather than permanent employees.

You don't pay taxes as an employer and so costs are usually lower than for full-time employees. Your VA is also not entitled to employee benefits (though you may offer bonuses and other benefits if you wish.)

The advantages for your VA are that they can work from home and get experience with companies who often pay better than local businesses.

PREPARATION



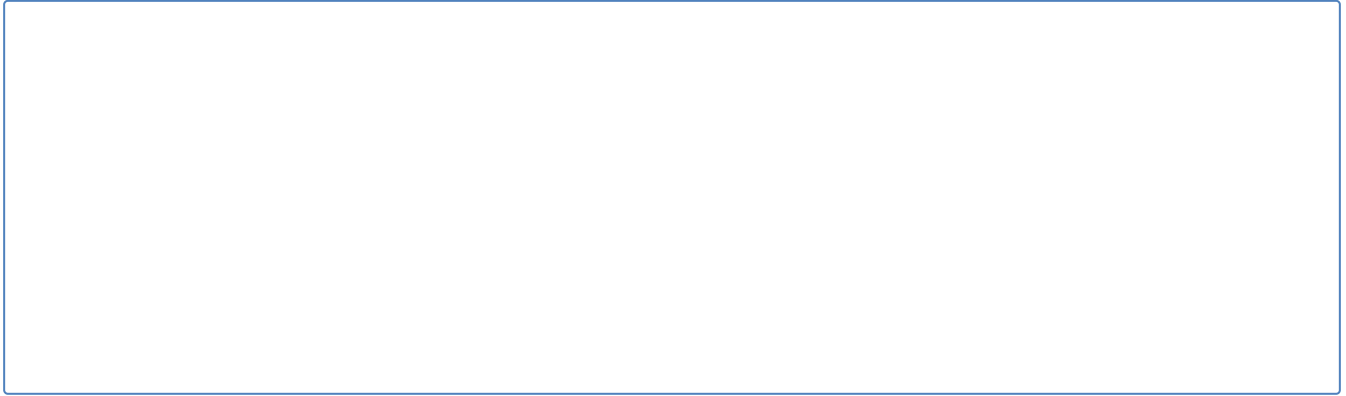
Preparation

What are your business goals?

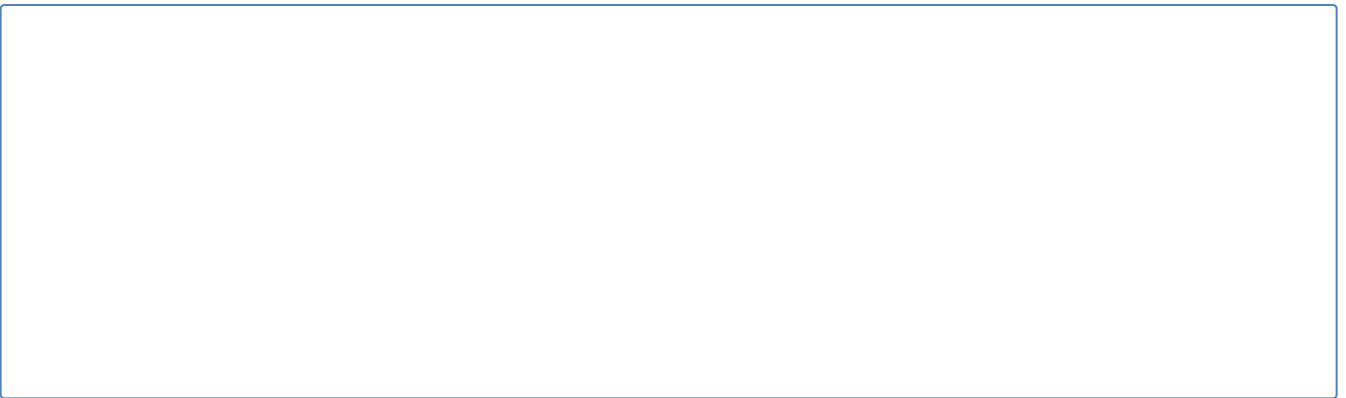
Which tasks do you need to do or have done to accomplish your goals?

Which tasks do you not have the skills to do?

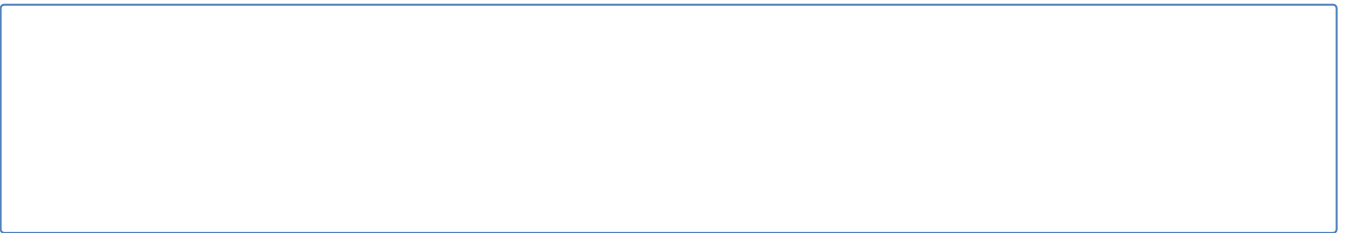
Which tasks do you dislike?



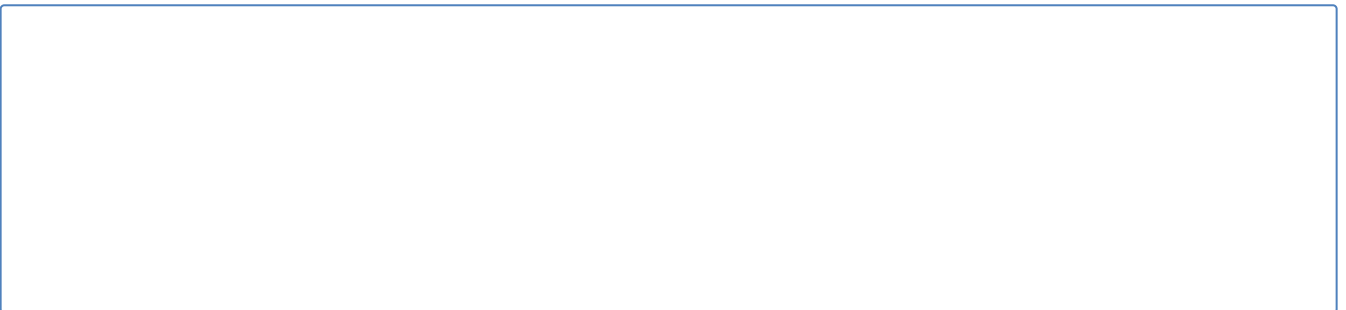
What is the best use of your time when it comes to achieving your business goals?



What is your outsourcing budget?



What would you like to outsource?



Some tasks will be tasks that are needed on a regular basis. Others are a one-off or occasional need. Recurring tasks which are needed frequently are best handled by a VA. One-off tasks could be handled by a VA if it is in their skill set; if not, you could outsource to a specialist on a task-by-task basis rather than looking for a VA to accomplish these.

[illegible]

TASK

For each task, look at the skills that are needed:

- ☐ Organizational skills
- ☐ Customer-facing skills
- ☐ English language (written). To what level _____
- ☐ English language (spoken). To what level _____
- ☐ Design skills
- ☐ Knowledge of tech you use
 - ☐
 - ☐
 - ☐
 - ☐

Personality/work ethics

BENEFITS OF WORKING FOR YOU

Think about how a VA would benefit from working for your company. What do you have to offer?

Work experience

Quantity of work available

How your company is growing

Social aspects (small, friendly team / happy customers etc.)

Create a Job Post Outline ready for posting on job sites or an email for contacting a potential VA directly.

SAMPLE JOB POST OUTLINE

I am looking for a <.....> to help me in my business/join my company/small team/growing team.

My business <does this> <using these tools - if applicable>.

I am looking for a <....> who can <what you'd like them to do>.

The successful candidate will be someone who <personal attributes you would like the person to have for example works well independently, shows, initiative, pays attention to detail>.

This is a full time/part time position of x hours a week and is a long-term position for the right person. The working hours are flexible, but preference will be given to candidates who are available to work at least <number of hours> during my working hours <normal schedule>.

<details about how to apply>

SAMPLE EMAIL

I saw your details on <site> and I'm contacting you about a potential position in my company <name> as <position>.

My company <does this> <using these tools - if applicable>.

The person I am looking for <would be doing this> and <has this skillset>. They are <set of personal attributes>.

This is a full time/part time position of x hours a week and is a long-term position for the right person. The working hours are flexible, but preference will be given to candidates who are available to work at least <number of hours> during my working hours <normal schedule>.

Please let me know if you are interested in exploring this opportunity.

<how to contact you>

CANDIDATES

Candidates

PLACES TO RECRUIT A VA

Note that some sites are agencies who will allocate a VA to work for you. This takes much of the work of recruiting out of your hands but there are disadvantages. You will probably pay slightly more, and your VA will probably get paid less than if you go direct. The agency will vet the candidates (but you have no say over how well they do this). They will also offer replacements if your VA stops working but you don't want an ever-changing set of VAs working for you.

As a business owner, it's good to recruit your own staff and to forge a more direct relationship with those who you hope will work with you for many years, so if you decide to use an agency check the details to make sure how well this will work for your circumstances.

List of sites

- onlinejobs.ph
- upwork.com
- thevirtualhub.com
- hivepractice.com
- value-virtual.com
- freelancer.com
- jobstreet.com
- indeed.com
- ziprecruiter.com
- virtualstaff.ph

CANDIDATES CONTACTED

[illegible]

CANDIDATE INFORMATION

NAME _____

CONTACT DETAILS

EXPERIENCE

SKILLSET

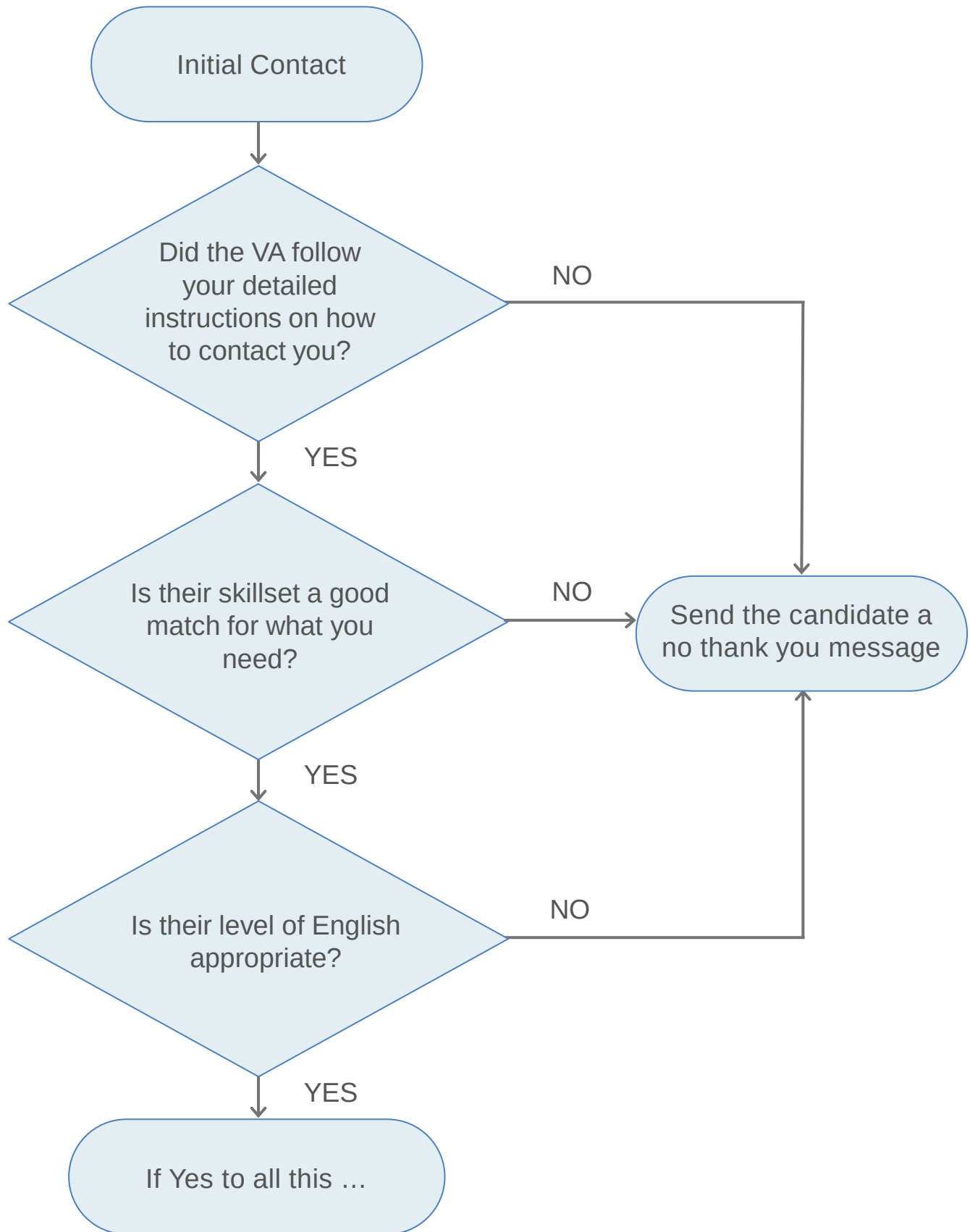
PERSONAL QUALITIES

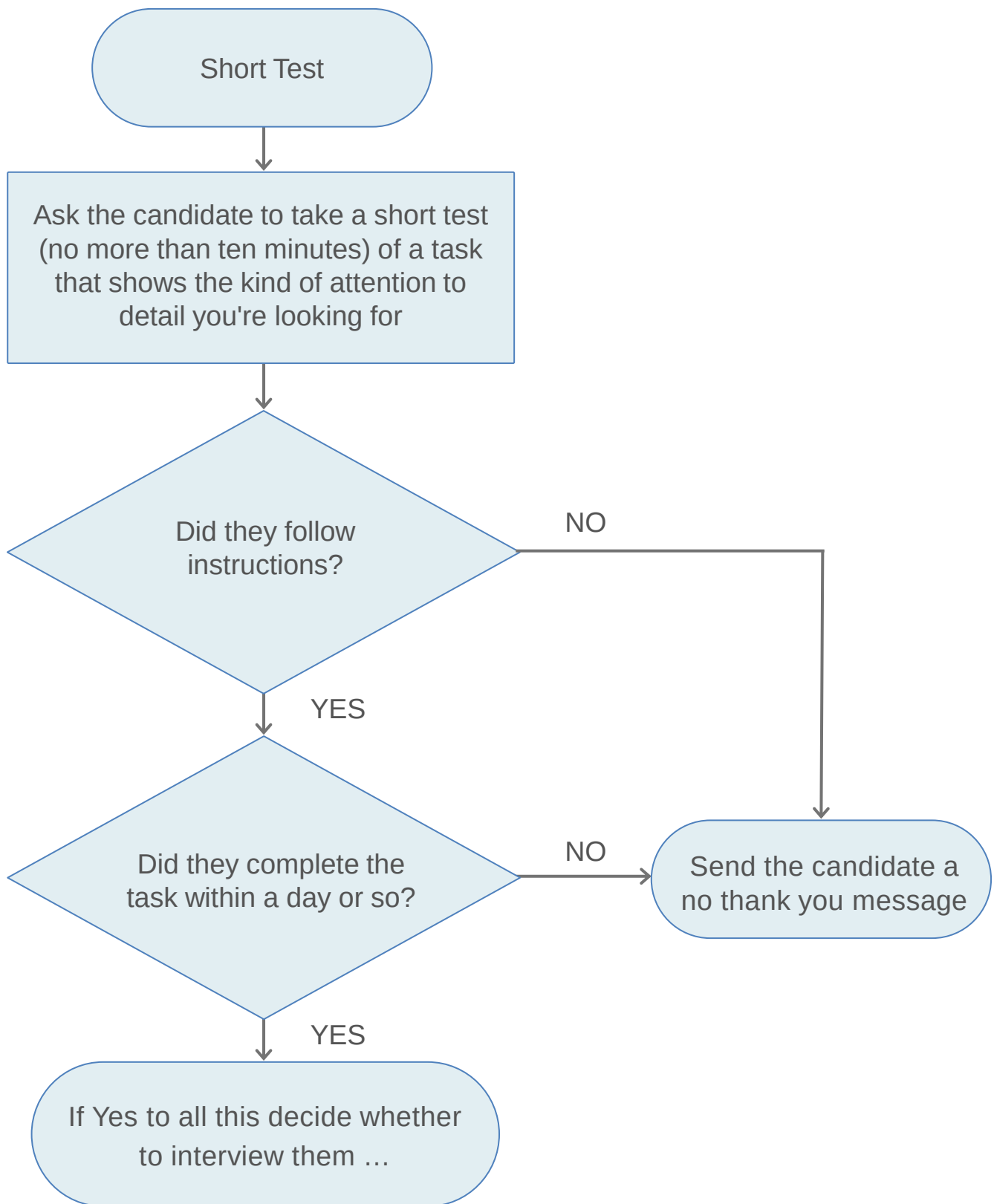
REQUESTED SALARY

RECRUITMENT PROCESS



RECRUITMENT PROCESS





Interview

Use the interview to assess your potential VA's personality, communication skills, and level of English bearing in mind the skills that you want them to have for the role you have in mind.

For example, a VA for a technical position does not need to be as fluent in English as a customer service rep but they do need to be able to communicate with you.

You should also be able to see how enthusiastic they are about the job with your company.

INTERVIEW PROCESS

1

Put the candidate at ease.

2

Talk them through the details they submitted and ask any questions that come up from their responses.

3

Explain the benefits of working for your company.

4

Ask them your interview questions including how they would handle a couple of typical scenarios in the kind of work they would be doing.

5

Let them know the process from that point.

INTERVIEW QUESTIONS

Prepare your questions in advance so that the interview goes smoothly. Use open ended questions to avoid getting Yes/No answers. (What kind of work do you enjoy? versus Do you like working in a team?)

PAID TRIAL WEEK

It's important that you get on with your VA, and a paid trial week is a great way to see how you get on with no obligation from either side. You can also have several candidates go through a paid trial week to see which one you prefer working with. Let candidates know if there are several candidates doing this.

Plan tasks in advance. If possible, have any trial week candidates do real work so you can see them in a realistic situation.

At the end of the week, evaluate the candidate(s).

Send no thank you to unsuitable candidates.

If more than one candidate is suitable, offer your preferred candidate a job via email first and wait for a response, in case they turn down the offer. If that happens, you can contact the next most suitable candidate.

Once the offer is accepted, send a job contract. You should take legal advice for this, but it should set out the terms between you, including hours of work, payment, and responsibilities.

Once you have offered the position and the job contract has been signed (electronically), send a no thank you email to the remaining candidates.

POTENTIAL TASKS FOR THE TRIAL WEEK

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ONBOARDING PROCESS



Onboarding

PREPARATION FOR ONBOARDING

You will need to provide background information about your company, your customers, your plans and how the VA fits into that.

COMPANY INFO

COMPANY POLICIES

COMPANY PLANS

COMMUNICATION

You will need to communicate with your VA on a frequent basis – at least weekly – daily is even better. Many problems and misunderstandings are caused through poor communication, so explain how you will communicate. Daily communication is best done using a tool like Trello or Basecamp which allows for easy communication.

How will you give them responsibilities and tasks?

How will they report progress and ask questions?

How do they provide feedback?

Schedule a regular meeting with them at least once a week. Sometimes it's easier to chat about any issues face to face. Make it clear that it's okay to ask if they are unsure about anything or need help. When will you have a regular meeting with your VA?

You will also need to schedule review meetings to assess performance. Set up review meetings in advance. It's a good idea to have a formal review meeting after three months and then an annual meeting. When will you schedule these?

How will you pay your VA? Do you have an invoice format for them to use?

ACCESS

You will need to give them access to the tools they need to share files such as Google Drive, Dropbox etc and to passwords via a secure interface such as Lastpass which allows you to share login access without sharing actual passwords. What will they need access to?

TRAINING

You will need to provide training to make your VA successful in their role. If you don't have documented standard operating processes, have your VA help create these with your help.

What training will you provide and how will your VA get up to speed?

ONBOARDING CHECKLIST

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NOTES

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Custom Virtual Assistant Services at:

<https://ronknesswriting.com/general-virtual-assistant-services>

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