VA Position Description
http://www.vaplacements.com

Job Title:		**Job Category:**	
Department/Group:		**Job Code/ Req#:**	
Location:		**Travel Required:**	
Pay rate:		**Position Type:**	[i.e.: full-time, part-time, job share, contract, intern]
HR Contact:		**Date posted:**	
Special Training Req:		**Posting Expires:**	

Job Description

Job Purpose:

[**What is your main purpose of hiring your Virtual Assistant?]** If you are not sure, try the following activity:

Brainstorm all the activities you (or your team) currently do that you would like someone else to do. Then compile a list of all the core business you aren't getting done, you should now have tasks that fall into the following 2 categories:

- *things that you would like your VA to do for you*
- *things that you want your team (or you) to do when you have more time*

You now know the skills and experience you require your Virtual Assistant to have. Make sure that your team knows that the VA will be there to help them handle their workload (and not a replacement for them)

List the Duties you wish the VA to do (or source across our network for specialist services):

- 1
- 2
- 3
- 4
- 5
- 6

Are there any particular skills or qualifications that they need to do the above work? If so, list here:

- [sample]Reporting Skills, Administrative Writing Skills, Microsoft Office Skills, Managing Processes, Organization, Analyzing Information , Professionalism, Problem Solving, Supply Management, Inventory Control, Verbal Communication, event management, sales or lead generation, web skills including social media.
- Include information on special software or systems to be mastered or areas that need to be automated.

Internal Operational Information:

[Daily Structure or routine] Explain how you or your team structures their day and include availability

[KPI's for delivery of service] Include response times to emails/phone calls and how you would like urgent requests dealt with.

[Personal standards or values for dealing with client services] Do you have any personal standards or values that should be articulated to your VA?

Workflow Processes:

[**Preferred system for sharing files/information with your VA**] If you don't currently have a system, discuss this with your virtual assistant as each will have their own system for you to use. Also, discuss options with your VA on calendar/schedule sharing/emails, signature etc

[**Delegation techniques**] How will you ensure things don't slip through cracks or get double handled? What level of authority will you give to your VA so that you are not micro-managing?

[**Preferred method for issuing instructions**] Is this verbally or in writing? Will you send requests as they happen or save them up in batches? Please ensure that verbal requests are followed up in writing either through email or a project management system and use succinct dot points for each request/instruction.

Note: Please be explicit on your expectations and include deadlines with all requests.