



40+ WAYS TO USE A VIRTUAL ASSISTANT (VA)

SECRETARIAL SERVICES

1. Confirm sales appointments for the week.
2. Fill out routine paperwork on a daily basis (for instance, sales call re-cap).
3. Keeping back-ups of the computer for safe-keeping. In the event of a disaster, all your files are located off premise.
4. Coordinate air travel, car rental and hotel reservations.
5. Order office supplies
6. Monitors voice mail, responds to routing requests and contact client with important messages.
7. Schedule appointments and maintain daily calendar.

RESEARCH

8. Research target market, compile a list of companies, prepare and mail introductory materials.
9. Obtain quotes for conference facilities.
10. Obtain written quotes for a project proposal and coordinate the project from start to finish.
11. Research software options, verify compatibility, pricing and availability.
12. Identify potential advertising options including pricing, publishing dates, publishing deadlines, payment policies, etc.
13. Research new office equipment and arrange purchase.

WORD PROCESSING & PRESENTATIONS

14. Type up handwritten meeting notes and minutes.
15. Format and edit reports and documents.
16. Type, edit, print and send correspondence on client letterhead.
17. Create and prepare employee or project manuals.
18. Create a PowerPoint presentation including sketches of diagrams and charts.
19. Prepare a post-seminar survey and tally results following the event.
20. Create, mail, and collect responses to a customer satisfaction survey.

DATA PROCESSING & DATABASE MANAGEMENT

21. Enter data from collected business cards into a database.
22. Send introductory letter to new prospects, send pre-determined marketing piece every two weeks. Monitor marketing program for results and tweaking.
23. Verify database via telephone contact prior to preparing a direct mailing campaign.

DESKTOP PUBLISHING

24. Design, type and print a tri-fold brochure using client-provided art.
25. Design and print or order business cards for a new entrepreneur.
26. Design, type and prepare flyers and handouts.

27. Design, print & prepare membership certificates for a non-profit organization.

28. Prepare and mail a quarterly newsletter with client-provided content.

TRANSCRIPTION SERVICES

29. Transcribe micro-cassettes for lawyers, doctors, etc.

30. Record a tele-class, transcribe and email to all participants.

31. Take dictation over the phone, transcribe and prepare the correspondence.

MAIL SERVICES

32. Collect and review postal mail for a client who travels frequently.

33. Process, prepare and mail orders for books, tapes and other materials.

E-MAIL SERVICES

34. Sort incoming e-mail, respond to routing requests and forward items of importance.

35. Monitor email while client is on vacation.

36. Train client on fully utilizing their email software program.

INTERNET SERVICES

37. Process subscription requests and bounced messages for an automated email mailing list or newsletter.

38. Make changes to and update existing client website.

39. Monitor website traffic, banner ad placements and click-thrus and make recommendations for adjustments.

BOOKKEEPING

40. Pay online bills and invoices.

41. Prepare and send invoices and expense reports.

42. Mail past due notices and follow up via telephone to collect on past due invoices.

43. Reconcile bank accounts monthly using accounting software.

44. Remind client of upcoming bill due dates.

PERSONNEL SERVICES

45. Verifies references on employment applications.

46. Coordinate the hiring of on-site office personnel, including writing the advertisement, placing the ad, receiving and reviewing resumes, and conducting the initial phone interviews.

47. Track dates and remind client to conduct annual performance reviews.

48. Make payroll tax deposits after each pay period, file quarterly and annual payroll forms.