



VA Job Description Guide

The Ultimate Answer to
“What can my VA do?”



NinjaVA
VIRTUAL ASSISTANT PLACEMENTS

Hey There!

My name is **Brandon Lazar**, and I'm thrilled to introduce you to what I believe is a game-changer for service-based businesses.

With 15 years of experience in the home service industry, I've come to rely heavily on Virtual Assistants to support our operations. And now, I'm excited to share our VA Job Description Guide. It is the ultimate answer to the question **"what can a VA do in my company?"** and it's specifically designed for trades and home service businesses.

This guide will walk you through some crucial activities that any trades business should be doing, and how you can go about getting a VA to do them for you.

Virtual Assistants are a secret weapon and I'm excited for you to get your time back so you can focus on what's most important.



**Brandon Lazar, BBA
Certified Conquer Coach
Founder of NinjaVA & BonusUP**





PHONES

1. Phone answering

2. Happy calls

3. Customer re-engagement

4. Text blasts

5. Networking

EMAIL

6. Email handling

7. Marketing campaigns

TRAINING RESOURCES & ORGANIZATION

8. SOPs & Documentation

9. Handbooks

10. Cloud file storage

SOCIAL MEDIA

11. Regular posting

Tracking & Reporting

12. Lead source

13. Capacity tracking

Sales

14. Quote follow ups

15. Pipeline

CRM

16. Cleanup

17. Dispatch

HIRING

18. Applicant handling

19. Hiring funnel

OWNER

Value of time

Growth with less stress

4

4

5

6

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10

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11

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PHONES



① Phone answering in a prompt, focused & professional manner.

Answering the calls of your business phone is super important! Although you do a great job of it, making it the responsibility of a VA will save your business money and allow capable staff (or you, the owner) to focus on higher value tasks.

The first thing that we look for in our NinjaVA candidates is the ability to speak with little to no foreign accent. The majority of our clients come into the process unsure if someone from the Philippines can meet the local, but they are usually pleasantly surprised to find that it is a totally feasible solution.

You will need a VoIP phone system setup, call recording, and it's a good idea to have a call web script built out. We guide you through how to setup each of these systems in the NinjaVA client academy so you don't have to spend a lot of time researching and testing possible solutions.

② 'Happy call' the day after a job to thank the client and make sure they are totally satisfied.

In a world full of automation, a 'happy call' from a human can go a really long way. It is your company's opportunity to touch base with the customer to make sure they were totally happy with the job they received, and it gives you a chance to thank them for the work. With a good call script, you could even throw in one final review ask.

The problem is that we're usually busy with a lot of things in our business, and doing 'happy calls' can seem like a low priority. When you have a VA who has this on their daily list of tasks to do, it gets done! Many NinjaVA candidates have cold calling experience, and a task like this will be handled with ease. If you think it's important, add it to the list for your NinjaVA!

3 Call back past customers 6 months after a job to check-in.

Customer re-engagement is paramount for any small business, and committing to calling back our past customers 6 months after a job exemplifies your dedication to nurturing long-lasting relationships. This initiative is not merely a routine follow-up; it is a strategic effort that carries significant weight in the success of our business.

Some of the benefits your business will experience are:

1. Building Trust and Loyalty:

By reaching out to our past customers, we demonstrate that their satisfaction matters to us even after the transaction is complete. This level of care and attention builds trust, fostering loyalty among our clientele. A loyal customer base is not only more likely to return but also serves as brand advocates, recommending our services to others.

2. Understanding Customer Needs:

Engaging with customers after a job allows us to gain valuable feedback. We can understand what worked well, what could be improved, and any specific needs they might have for future projects. This insight is invaluable for refining our services, ensuring that we meet and exceed customer expectations consistently.

3. Upselling and Cross-Selling Opportunities:

Re-engagement provides a perfect opportunity to introduce customers to our new services or products. Satisfied customers are more receptive to exploring additional offerings, and by showcasing our expanded portfolio, we can boost sales and increase revenue without the need for extensive marketing efforts.

4. Enhancing Reputation and Credibility:

A business that actively engages with its customers, even after the sale, earns a reputation for excellent customer service. Positive word-of-mouth spreads quickly, attracting new customers and enhancing our credibility in the market. A strong reputation is a priceless asset for any small business, leading to sustainable growth and enhanced competitiveness.

5. Encouraging Feedback and Referrals:

Regular communication with customers encourages them to share their experiences openly. Positive feedback can be used in testimonials and marketing materials, further enhancing our reputation. Additionally, satisfied customers are more likely to refer our services to friends and family, generating new leads at a lower acquisition cost.

Making these calls the responsibility of your NinjaVA will ensure they get done in a cost efficient manner, while still allowing your business to experience all the benefits listed above.

4 We do 'text blast' campaigns a couple times a year.

Implementing an SMS campaign targeting past customers proves to be a highly effective business strategy, offering a myriad of advantages. It promotes customer loyalty and brand recall, building upon positive past experiences and encouraging repeat purchases. This approach is particularly beneficial because some services cater to wants rather than needs; a simple reminder via SMS can be enough to prompt a customer to re-book, especially when it comes to discretionary spending. Additionally, these personalized messages provide an excellent platform to introduce new products, services, or special promotions, reigniting their interest and engagement. The immediacy and directness of SMS communication ensure that the message promptly reaches the customer, significantly increasing the chances of a positive response. SMS campaigns are also notably cost-effective compared to other marketing channels, making them an efficient way to reconnect with the existing customer base. By rekindling these connections, businesses not only boost sales but also strengthen customer relationships, fostering long-term success.

Your VA can be in charge of your text campaigns as part of their regular duties so it's off your plate, allowing you to focus on other things.

5 We are regularly reaching out to competitors in our industry as well as complimentary services to build relationships.

Reaching out to competitors or similar service providers can yield a multitude of benefits. It fosters a collaborative atmosphere within the industry, encouraging healthy competition and potential partnerships. Having your Virtual Assistant initiate these conversations and act as an appointment setter allows the process to be systematized so it happens on an ongoing and regular basis.

Get ready to go for coffee with a lot of people in the local business community!

channels, making them an efficient way to reconnect with the existing customer base.





⑥ We respond to company emails in the same business day.

Responding to company emails on the same day is important for several reasons:

1. Timely Communication:

Prompt responses ensure that communication flows smoothly within the company. Timely answers to queries and concerns help in resolving issues quickly, fostering a culture of efficiency.

2. Avoiding Delays:

In a business environment, decisions often rely on timely information exchange. Delays in email responses can hinder decision-making processes, potentially affecting sales, and overall productivity.

3. Building Trust:

Timely responses build trust among colleagues, clients, and partners. Consistently responding promptly establishes your reliability and dependability, enhancing your professional reputation. One of our NinjaVA clients was made the Preferred Supplier based on how quickly his VA was responding to the Property Manager's inquiries.

4. Preventing Misunderstandings:

Timely responses help prevent misunderstandings. Clarifications and additional information can be provided promptly, reducing the chances of miscommunication and the resulting errors or conflicts.

5. Customer Satisfaction:

For customer-facing roles, quick email responses are crucial for maintaining customer satisfaction. Customers appreciate businesses that are responsive to their inquiries and concerns, which can lead to increased loyalty and positive reviews.

6. Crisis Management:

In the event of a crisis or urgent situation, immediate email communication might be necessary. Quick responses can help in managing crises efficiently, minimizing potential damage, and maintaining the company's reputation.

7. Opportunity Seizure:

In a business context, opportunities can arise unexpectedly. Swift responses to emails can help seize these opportunities, whether they are potential collaborations, partnerships, or sales leads.

In essence, responding to company emails on the same day is a fundamental aspect of effective communication, fostering professionalism, trust, and efficient collaboration within the workplace and with external partners and clients. Your VA will be able to help move your company in this direction.

⑦ We send out email marketing campaigns multiple times per year to re-engage our client base.

During my tenure in the service industry, we heavily relied on email marketing to engage our client base. Growing a business essentially boils down to three key strategies: selling more jobs, increasing job prices, or securing jobs more frequently. Email marketing proved to be a versatile tool that could be harnessed for all three objectives, and the best part was, it came at no cost.

At our service business, we utilized MailChimp, enabling us to reach 2,000 recipients weekly. Our approach was friendly and considerate; we reminded recipients that they were receiving the email because they were a past quote or job recipient.

Homeowners respond positively when marketing efforts offer genuine value. In our case, our emails included information about seasonal home maintenance tasks and highlighted the services we offered.

To facilitate quick responses and job requests, we streamlined the process. We embedded a jotform link, allowing recipients to easily review our services and submit their requests with a simple click. We had to be cautious with our email campaigns, as the response was overwhelming, and we didn't want to overload our schedule.

Once the initial campaign was set up, replicating it became a straightforward task. Making a few tweaks to specific details and body content, we could send it out again. Delegating this task to a Virtual Assistant made the process seamless. With careful planning, campaigns could be scheduled weeks in advance. Eventually, the process became so efficient that it practically ran itself, often without us even realizing it was happening!

TRAINING RESOURCES & ORGANIZATION



8 We have a library of resources for admin tasks that can be used as quick reference or training new hires.

At its core, a service business comprises systems and the people who operate them. These systems can be sophisticated, ensuring consistent, high-quality results, or they might exist informally in someone's mind. Even the absence of a formal system is, in itself, a system.

When we assign tasks to our in-house Virtual Assistants (VAs), we emphasize the importance of creating documentation after completing the task. This practice serves three crucial purposes:

It demonstrates their comprehension of the task's requirements.

It acts as a quick-reference guide for the VA, enhancing their efficiency and independence in the future.

Your company rapidly accumulates a library of Standard Operating Procedures (SOPs), how-to guides, and valuable resources.

A systematized company operates more efficiently, causing fewer operational headaches, and significantly enhances its value.

We particularly favor tools like Loom.com, which enables you or your VA to create screen-capture videos along with webcam footage, making it easy to explain complex business processes visually.

Additionally, Scribeshow.com is an excellent resource for generating SOPs. By hitting record and performing a task on your computer, it automatically generates an on-screen guide detailing your actions, complete with screen captures, mouse clicks, and text inputs.

Imagine having all your administrative systems meticulously documented and readily accessible. Bringing a VA on board can transform this vision into a reality, streamlining your business processes and ensuring smooth operations.

9 We have a handbooks for technicians, crew leaders and admin staff that effectively communicate our company expectations.

Creating comprehensive handbooks tailored to specific positions is a crucial strategy for scaling any trades business effectively. In the context of a growing company, having distinct handbooks for different roles, such as technicians, crew leaders, and administrative staff, becomes instrumental. These handbooks serve as guiding principles, aligning every team member with the company's expectations and standards.

When expectations are clearly communicated, it not only holds staff accountable but also fosters a culture of consistency within the organization. Regardless of the complexity of the task at hand, having standardized procedures outlined in the handbooks ensures that every team member approaches their responsibilities in a uniform manner. This consistency is not only reassuring for clients but also streamlines internal operations, enhancing overall efficiency and professionalism.

In the process of developing and maintaining these handbooks, a VA can prove to be an invaluable asset. VAs can assist in organizing ideas and structuring the content effectively. Moreover, they can help in research, ensuring that the handbooks incorporate industry best practices and the latest trends. However, it's essential to recognize that these handbooks are not static documents; they are living entities that should evolve with the business. Regular updates are necessary to keep them current and relevant, reflecting the most recent changes in policies, procedures, and industry standards. By remaining vigilant about the content and collaborating with a VA to ensure their accuracy, businesses can uphold high standards of performance, accountability, and professionalism, ultimately driving sustainable growth and success.

10 We have a file structure that houses all digital files for our business

In the grand scheme of things, a service-based enterprise essentially revolves around individuals managing various systems. Ensuring your business operates seamlessly hinges on one crucial factor: maintaining a meticulous and well-organized file structure. The significance of this cannot be overstated. After all, what good is a system if it's buried amidst chaos, making it difficult to locate or, worse, forgotten altogether? Transitioning your file management to the cloud and refining its organization is a task ideally suited for a VA. Their fresh perspective often brings innovative ideas on restructuring, potentially optimizing your processes in ways you might not have considered. Embracing their expertise

SOCIAL MEDIA



11 We regularly post (at least 3 times per week) content that is fun, engaging or informative.

Consistent and regular social media posting is crucial for small businesses for several reasons. Firstly, visibility and brand awareness are key factors. By posting content at least three times a week, a small business can ensure a continuous presence in the social media feeds of their audience. Social media algorithms often prioritize active accounts, so consistent posting increases the chances of your content being seen by a wider audience, including potential customers who might not have been aware of your business otherwise.

Secondly, engagement and community building are fostered through regular social media activity. Posting regularly allows businesses to interact with their followers, respond to comments, and engage in conversations. This engagement builds a sense of community around the brand, fostering trust and loyalty among customers. It also provides an opportunity to gather feedback, address concerns, and showcase excellent customer service – all of which are essential for building a positive brand image.

Thirdly, posting frequency enhances credibility and authority in the industry. When a business consistently shares valuable and relevant content, it establishes itself as an authority in its niche. This credibility attracts customers who are more likely to trust and purchase from businesses they perceive as experts in their field. Regular posting also allows small businesses to showcase their expertise, share industry insights, and educate their audience, positioning themselves as knowledgeable and trustworthy sources of information.

Tasking your VA with posting on social media will ensure that it gets done consistently, and that it will be given adequate focus and effort.

Tracking & Reporting



12 We track where each quote request is coming from so we know what marketing methods are most effective.

Having a system to document then report on where quote requests is super important. Customer acquisition cost can get excessive if we're not closely monitoring what we're paying for marketing, and what the corresponding results are. The problem is, when we're busy out in the field, keeping track of lead source is just one more thing that can get forgotten. In a perfect world, the lead source is being recorded, and your VA is able to put together a report on what the cost per lead, cost per job and % spend per job. We have a more in-depth video going over these concepts inside the NinjaVA academy.

Ultimately, if we're paying too much to acquire a job from a given source, there could be no chance of covering all our costs and making a profit.

13 We know what our booking levels are versus our crew's capacity weeks in advance.

In my cleaning business, we utilized an ingenious spreadsheet system to meticulously manage our company's capacity. This tool was invaluable as it provided a clear visual representation of our booking status. Knowing which days were completely booked and which ones still had availability was paramount for effective planning. Our approach involved multiplying the available crews by their daily working hours. Our skilled VA would then calculate the approximate hours of work booked for each day. This calculation allowed us to determine whether we were overbooked or had additional capacity for the day. By extrapolating this data over the weeks, we could gauge our overall booking percentage, providing me with valuable insights into our future workload weeks in advance.

During our peak seasons, our dedicated VA took it upon themselves to update this spreadsheet diligently, doing so three times a day. This frequent updating ensured that our records were always precise and up-to-date, allowing us to adapt swiftly to changing demands and make informed decisions regarding our scheduling and resource allocation. This meticulous tracking system became the backbone of our operational efficiency, enabling us to optimize our workforce and provide exceptional service to our clients.

A video that breaks down how the spreadsheet worked, as well as the spreadsheet itself is available for download in the NinjaVA academy.



14 We follow up with our quote recipients within 2 days to see if they would like to book the job in our schedule.

Following up on quotes issued to prospective clients is crucial for small businesses in the trades for several reasons:

Timeliness and Professionalism: Following up promptly demonstrates professionalism and commitment to potential clients. It shows that you value their business and are eager to work with them, which can leave a positive impression.

Customer Engagement: Following up allows you to engage with the client, answer any questions they might have, and address concerns. This engagement is essential for building trust and rapport, which are vital in any business relationship.

Competitive Edge: In a competitive market, clients often seek multiple quotes. Following up can put your business ahead of competitors who might not follow up or do so in a timely manner.

Clarification and Customization: Following up enables you to clarify any misunderstandings and customize your services based on the client's specific needs. This personalized approach can significantly increase the chances of winning the contract.

Customer Confidence: Regular follow-ups can instill confidence in potential clients. It shows that you are organized, attentive, and reliable, which are qualities clients look for in a service provider.

Decision Facilitation: Sometimes, clients are indecisive or require more information to make a decision. Following up provides an opportunity to address their concerns, making it easier for them to choose your services.

Utilizing a Virtual Assistant for quote follow-ups is highly advantageous for small businesses in the trades. Timely follow-ups are essential for professionalism, customer engagement, and gaining a competitive edge. A VA, being cost-effective and scalable, allows businesses to focus on core activities while ensuring consistent and personalized follow-ups. Their ability to work across different time zones and maintain a structured approach not only saves costs but also enhances customer confidence, ultimately increasing the likelihood of converting leads into valuable clients.

If you are not comfortable with your VA doing quote follow ups, they can also be in charge of organizing the system for follow ups. When the list of the days follow ups are clearly available, and there's an accountability system, there is a high likelihood that they will get done!



15 We have a good turnaround time for getting customers quotes

“Sales solves all business problems”

A fast turnaround time for new quote requests is crucial for several reasons:

1. Competitive Advantage:

In the trades industry, clients often seek multiple quotes before making a decision. A quick response can set your business apart from competitors and demonstrate your commitment to potential clients.

2. Customer Expectations:

In today's fast-paced world, clients expect prompt service. Failing to provide a timely quote may lead potential clients to perceive your business as inefficient or unresponsive, potentially causing them to seek services elsewhere.

3. First Impression:

A swift response to a quote request creates a positive first impression. It shows that your business is organized, attentive, and values the client's time, which can influence their decision-making process.

4. Maintaining Interest:

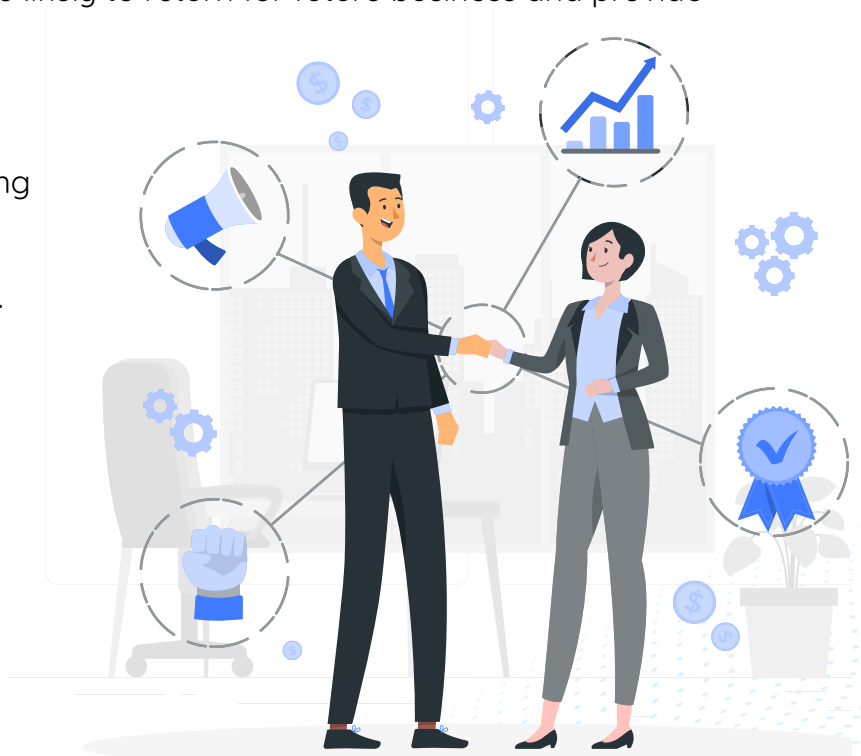
The longer a client has to wait for a quote, the more likely they are to lose interest or consider other options. A fast turnaround time can help maintain their interest and engagement.

5. Customer Satisfaction:

Meeting or exceeding client expectations for response time contributes to overall customer satisfaction. Satisfied clients are more likely to return for future business and provide positive referrals.

6. Efficient Operations:

Streamlining the process of generating quotes and responding quickly can make your business more efficient, reducing time and resource wastage.



7. Maximizing Opportunities:

Quick responses to quote requests can result in winning jobs that would otherwise be awarded to competitors. By being proactive, your business can maximize revenue and growth potential.

8. Building Trust:

A fast turnaround time builds trust with clients. It demonstrates reliability and a commitment to delivering on promises, fostering stronger and longer-lasting client relationships.

In summary, a rapid turnaround time for new quote requests is essential for staying competitive, meeting customer expectations, making a positive first impression, and ultimately growing your small trades business. It not only influences client decisions but also plays a significant role in building trust and long-term customer satisfaction.

A VA can monitor the status of quote requests, and provide the administrative capacity to make sure nothing is getting missed, and that quotes are going out on time.





16 Our CRM is up to date and reliable (customer profiles, contact information, no duplicate entries, etc.).

A well-maintained Customer Relationship Management (CRM) system forms the backbone of a successful home service or trades business. Clean and accurate data in the CRM allows for targeted marketing initiatives. With precise customer information at your fingertips, you can tailor your marketing campaigns to specific demographics, preferences, and behaviors. This personalized approach not only enhances customer engagement but also significantly boosts conversion rates. Moreover, a clean CRM enables effective segmentation, making it easier to identify and focus on high-value clients. By understanding your customers better through the organized data in your CRM, you can create compelling marketing messages that resonate with their needs and desires, fostering a sense of loyalty and trust.

A streamlined CRM system also enhances customer service and support. Access to up-to-date and well-organized customer data empowers your support teams to provide efficient and personalized assistance. Imagine a scenario where a customer calls in with an issue, and your support representative can instantly access their purchase history, preferences, and past interactions. This immediate access not only saves time but also allows your team to address the customer's concerns with a deep understanding of their background, creating a positive and satisfying customer experience. Happy customers are more likely to become repeat buyers and brand advocates, leading to increased revenue and a positive reputation in the market.

A clean CRM contributes significantly to business forecasting and decision-making. Accurate data on customer behavior and preferences can be analyzed to identify trends and patterns. This analytical insight is invaluable for making informed business decisions, such as product development, pricing strategies, and inventory management. It allows you to anticipate market demands, stay ahead of the competition, and adapt your business strategies in real-time. Ultimately, the clean information in your CRM not only supports your current marketing initiatives but also serves as a valuable asset for future business planning and growth, ensuring the long-term success and sustainability of your company.

If your CRM has entries with missing field, duplicate data, or incomplete data, getting your VA to focus on the cleanup will go a long ways.

17 We book jobs in a super-efficient manner with good route density.

Managing drive time effectively is super important to the efficiency of any service business. The adage “time is money” couldn’t be truer in this context. Unnecessary hours spent on the road not only drain precious time but also significantly impact the company’s bottom line. Every minute a crew spends driving translates into potential revenue lost. Hence, it’s imperative for businesses to minimize travel time and maximize productivity. Implementing strategic route planning, tight route density, and efficient booking logic are essential steps toward achieving this goal. A skilled VA dedicated to orchestrating these aspects can be a game-changer. By meticulously organizing workdays, ensuring crews are dispatched to locations with minimal travel distances between jobs, and optimizing routes, a VA can streamline operations. This focused approach not only reduces fuel costs but also maximizes the crew’s billable hours, ultimately enhancing the company’s profits.

Having a dedicated VA handling the logistics of job scheduling and route planning also allows business owners and field workers to concentrate on their core tasks. When professionals are in the field, their expertise and focus should be on delivering high-quality services, not on juggling scheduling demands. By delegating these responsibilities to a VA, who can efficiently handle them from a centralized location, businesses can ensure that every workday is planned with precision. This proactive approach not only saves time but also enhances customer satisfaction by minimizing delays and ensuring timely service delivery. Ultimately, by investing in efficient route planning and task delegation, businesses can operate smoothly, minimize overheads, and, most importantly, boost profits by maximizing the productivity of their field crews.



18 We respond quickly to applicants who apply at our company.

In business, the adage “time kills deals” resonates profoundly, reminding us that swift action is often the catalyst for success. Hiring a skilled technician, just like winning a lucrative job with a top-tier client, is undeniably a pivotal transaction in the lifeblood of any trades business. Just as a savvy entrepreneur wouldn't let a promising quote request from a substantial customer hang out unread in their inbox for days, the same principle should apply to the hiring process. Responding promptly to job applicants is not just a courtesy; it's a strategic move that can make or break the acquisition of top talent. In today's competitive job market, where skilled professionals are in high demand, timely responses signify respect for the applicant's time and interest. It conveys a message of professionalism and organizational efficiency, crucial factors that often sway exceptional candidates in choosing their future employers. Acknowledging the urgency in the hiring process, akin to the urgency in closing deals, can significantly impact the caliber of talent a company attracts, ensuring that the right technicians are on board to propel the business towards its goals.



19 The sequence of bringing applicants through our hiring funnel, from application to first day on the job is smooth and organized.

Sharing knowledge and processes with the team is indispensable for business growth and sustainability. When vital procedures solely reside in the mind of the business owner or a select few, it creates a bottleneck in productivity and leaves the company vulnerable to disruptions. Documenting processes not only provides a reference point for team members but also ensures that tasks are executed uniformly, maintaining a consistent standard of service. A well-detailed Standard Operating Procedure (SOP) or a clear flow chart acts as a roadmap, guiding employees through the intricacies of different tasks. This not only promotes efficiency but also empowers employees, allowing them to confidently handle various situations. It also fosters a sense of accountability, as employees understand their roles and responsibilities within the larger framework of the company's operations.

Furthermore, having documented processes is paramount for scaling the business. As the company expands, new team members come on board, and existing roles may evolve. Clear documentation serves as a foundational training tool for new employees, enabling them to quickly grasp the intricacies of their roles and align their efforts with the company's objectives. Documented processes also facilitate a culture of continuous improvement. When procedures are transparent and accessible, team members can analyze and refine them collectively, enhancing efficiency and effectiveness. It also enables the company to adapt swiftly to market changes and customer demands, ensuring that the business remains agile and competitive in the ever-evolving business landscape. In essence, the act of documenting processes not only ensures consistency and clarity in the present but also fortifies the business for a sustainable and prosperous future.

OWNER

I spend time doing things in the business that are low-value and repetitive.

As a business owner, your time and energy are precious resources. Protecting your productivity is paramount, and one effective way to achieve this is by delegating low-value and repetitive tasks to a VA. By entrusting these tasks to a skilled VA, you free up your valuable time to focus on more significant and profitable aspects of your business. Moreover, if the VA can handle tasks that drain your energy instead of boosting it, it becomes an even more compelling reason to consider their support.

The challenge arises when these essential but time-consuming tasks, like answering phones, must be completed before you can invest your time and energy in higher-value activities, such as networking in your community. Having a reliable VA to handle these foundational tasks allows you to leapfrog these hurdles and dive straight into activities that truly propel your business forward.

I want my business to grow, require me less, and operate smoother.

In our view, Virtual Assistants represent a game-changing asset. Hiring employees in-person becomes pricier each year, and the scarcity of skilled administrative personnel leads to frustrating and costly situations.

I recall a time when I employed four in-person Customer Service Representatives at my window cleaning business. During one week, our crews mistakenly cleaned two wrong homes due to typographical errors from the admin staff. Another representative unilaterally wrote off a \$2,000 invoice without consulting a superior. Yet another struggled with punctuality.

Within two weeks, we let them all go and embarked on a transformative journey. While no Virtual Assistant is flawless, the success rate, especially with a rigorous hiring process like the one employed by NinjaVA, surpasses what's typically found in North America. VAs are generally diligent, focused, and possess excellent attention to detail. Once we embraced VAs, there was no looking back. When I eventually sold my company, three full-time VAs managed the backend operations. One handled the hiring funnel, while another served as the VAs' manager.

Our errors significantly decreased, as did our administrative labor costs. VAs cost less than half of what a comparable in-person worker does.

If you have any further inquiries or are interested in getting started with your own VA, please don't hesitate to reach out.



Virtual Assistant Placements for the Trades & Home Services

NinjaVA is your complete **HIRING SOLUTION, TRAINING SYSTEM** and **MANAGEMENT SOFTWARE** for Virtual Assistants.

We are passionate about creating jobs in the Philippines while helping local business owners to get their time back so they can focus on what's more important!



Highly Vetted Candidates

Our reputation revolves around placing AMAZING VA's! All candidates are assessed on English speaking ability (little to no accent), Attention to Detail, Communication Ability and DiSC.



Performance Software

Our software allows you to see live screen captures while your VA is working, so you never have to worry about focus & value.



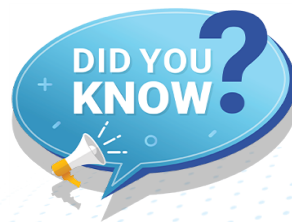
Ninja School

Custom built courses for the trades so your VA can be super valuable. Facebook Ads, Google Business Profile & CRM Intros.



Ongoing Support

We are here to support you and your VA for the long haul!



Virtual Assistants are extremely affordable! They cost less than half that of an in-person admin worker of the same caliber.

Break even in less than 2 weeks with your own NinjaVA!



NinjaVA.com | hello@NinjaVA.com