

Hiring Virtual Assistants: Tips and Advices

**My Virtual People**



**1. Establish your requirements**

Before you hire, it is crucial for you to establish your requirements, in order to maximize efficiency and profits. To filter out the work that can be done by virtual employees, a simple way is to see the nature of the work; can someone do it with a computer without needing to be physically present? For example, if you can hire a virtual employee to work on product listing for your e-commerce site, but you cannot possibly hire a virtual employee to handle the packing and dispatching! [You can click here to see some of the popular roles that are outsourced from around the world](https://myvirtualpeople.com/jobs-you-can-outsource-to-virtual-employees.html), but still, your business can have a very different requirement, depending on the nature of your work.

**2. Know Your Virtual Assistant**

Once you hire your employee/s, it is recommended that you invest some time to get to know your employee better, now that s/he is working far away from you. This is also an opportunity to introduce the job, your company and the standards you expect. It would benefit both you and your employee once you establish a professional, comfortable and friendly work atmosphere. Improving your work relationship with your virtual employee will yield positive work results.

**3. Create Accountability**

Perhaps one of the most difficult part of managing remote employees is ensuring that the job is getting done without micro-managing. Naturally managers tend to watch their remote employees like a hawk with constant intervention. This adversely affects long term development of remote employees. A better approach would be to develop the candidate to become autonomous and take accountability for their role.

**4. Train Regularly**

Initial and ongoing training is imperative for any organization wishing to manage remote employees. Initial training should be conducted with face-to-face mentoring either by the manager or team peers to ensure the employee can work independently as soon as possible. For all remote employees, on-going mentoring and training is critical to keep them connected to the company, goals and team.

**5. Establish A Routine**

Establish a routine, a methodical approach to staying in touch with your remote employees. For example, weekly team meetings either through teleconferencing or video calling. Or perhaps even a chat system integrated into your website.

**6. Put time aside every week for planning and managing**

Having a VA doesn’t magically eradicate your to-do list, you need to work hard to get a VA working hard. You need to manage a VA just like any other employee. Set time aside each week to make sure you have given them tasks, you have given them instructions, and they know what they are doing.

Give them the big picture, this helps with initiative, so if they find themselves with nothing to do, they can suggest tasks to you.

**7. Be patient and tell them exactly what you need**

A virtual assistant is not mind-reader. So be clear and tell them exactly what you expect, what you want and how you want it done. If you don’t care how something is done, tell them that, but tell them what the result should look like.

**8. Use videos to show how to do something**

If you want to speed up the process of documentation, or a process is difficult to follow (try not to send lengthy emails of instructions that are hard to understand!), an easier solution is to record a screen share video and upload it to YouTube as “unlisted”.

The video could be how to update your ecommerce store, how to complete an excel sheet, how to update your blog, whatever.

When a video is uploaded as “unlisted” anyone with the link can view the video, so you can send that to your VA or your team and they can watch it like a normal video.

**9. Require weekly reports**

At the end of each week, have your Virtual Assistant send you a report of what they did that week. Provide them with a template to use to send you their reports. Here are some questions we recommend requiring your Virtual Assistant to answer in their weekly reports, along with any specific metrics or KPIs that they are responsible for tracking.

* What tasks or projects did they complete?
* How much time did they spend on each task or project?
* What are they still working on?
* Did they run into any problems or challenges?
* Do they have any feedback, questions, or ideas for you?
* Do they need any additional training?

**10. Treat Remote As Local**

Treat your remote people like they are local and treat your local people like they are remote. Give remote people as much access to you as possible. Remember, your local people see you in the halls, eat with you at lunch, stop by your office, etc. The remote people don't have that access and can feel distant. Respond to them as quickly as possible.