**Managing and Paying Virtual Assistants**

Bringing a Virtual Assistant onto your team sounds like a great idea, but it is important they are set up for success so you are able to maximize the value they bring to your organization. We created this document to cover the two main things Virtual Assistants need to succeed - hands-on management and consistent payment for their services

**Managing Virtual Assistants:**

After managing dozens of Virtual Assistants directly, I have identified best practices to keep them motivated, productive, and committed to the work you are doing. Here are some tips to maximizing your Virtual Assistant’s success:

* Keep them in the loop. They want to be treated like a normal employee and buy-in to the success of your organization. Do this by updating them on partnerships, new sales, new initiatives, new hires, etc.
* Create KPIs (Key Performance Indicators) to track their performance in terms of quality and productivity. Example: You want your Virtual Assistant to send out cold emails and reply to inbound emails. Some metrics to track would be:
  + - Number of emails sent out each day
    - Average response time
    - Number of emails with mistakes divided by total number of emails
  + Get creative here, and look for ways to automate these things to make your life easier while still managing quality and productivity
* Create step by step SOPs (Standard Operating Procedures) for their assigned tasks and video recordings of you following the SOP step by step so they have a reference. I have provided an example SOP and video on the next page. Some key points on this:
  + Be as detailed as possible in your SOP, down to each click they make/action they take
  + In the video, first say ‘What’ you are about to walk them through, and then give an explanation of ‘Why’ they are doing this task - then go into the steps.
  + Use Zoom or Loom to record the video and then upload it to your Google Drive to easily share with Virtual Assistant
* Be patient and hands-on at first. Virtual Assistants really want to help you grow your company and contribute in any way they can. Your continuous respect and willingness to train them at first is greatly appreciated, and they will do whatever they can for you if you give them the tools they need to succeed.
  + This means answering questions, correcting mistakes, giving them feedback, giving them the tools they need to effectively do what you’re asking them to do, etc.
* Be clear on expectations, opportunities for growth, and logistical things
  + Your pay is X
  + You log on from this time to this time
  + Your main priorities should be XYZ, unless ABC happens
  + If you can do X, you’ll be given a raise in 3 months

**Paying Virtual Assistants:**

Having tried different methods of payment, we have found that the safest, most reliable, and most favorable for the VAs is [Wise, Formerly TransferWise: Online Money Transfers ...https://wise.com › ...](https://wise.com/us/). This platform is simple to use and allows you to see the exchange rates in real time. Wise has the lowest fees that we have found for international transfers which puts more money in the pockets of the VAs.

You will need to make an account with Wise if you do not have one already. You are able to create a personal account or a business account, whichever you prefer/works for you. After the account is created and you have connected your payment method, you will be able to add your first payee/VA to the account.

* To add a recipient to your account, you will click the recipients tab on the left side of the screen. You will then click “add a recipient” on the top of the screen.
  + This will prompt you to select and fill out information about the recipient. You will need the following information:
    - What currency they want to be paid in (ex. Philippine Peso)
    - Whether the recipient is a person or a business (Person) and their email address
    - The full name of the account holder, the bank name, and the account number (for different countries/currencies there are different questions/information needed. You will be able to ask the VA for any additional/different information not outlined here)
    - And finally: the country, city, address and postal code of the recipient
      * Many times this may be a PO box
  + You will hit confirm and the new recipient should populate the screen and start a list
  + Repeat this process for all recipients
* Now that you have added your recipients, you are able to pay them.
  + You will select the VA in the recipients list that you wish to pay and select “send money”
  + It will prompt you to a screen asking how much you would like to send in USD
    - It will show you the exact amount that will be charged in fees and how much the VA will receive in their home currency. (This will automatically happen based on the currency you selected when creating their recipient profile)
  + Once you type in the payment amount, you will continue and the screen will then ask you the reason for sending the money. You will select from the dropdown options and click “Salary payment” and continue.
  + The next screen will be just to double check that all of your amounts are correct and will allow you to leave any notes that you want the recipient to have regarding the payment.
  + Once you continue, you will be able to choose your preferred payment method. These include credit card, apple pay, bank ach, among others. If you are paying with a bank, you should have already supplied that information when creating your wise account. You will select your preferred method of payment and hit continue. If you use your bank account, the last screen will be to select which bank account you would like to use and then you will hit submit.
    - Note: each payment method has differing fee amounts associated with them. We use bank ach because it is the smallest fee, which gives the VA more of the total payment.
    - Note: there is a $2k limit for payments in a day using credit cards.
  + The transaction should then be in process and should reach the VA within the specified time it gives you. They will also receive an email when the transfer is submitted.
  + Repeat this process for all VAs you wish to pay.
* Just like anyone else, the VAs want to be kept in the loop and they should be paid on a regular schedule.
  + Could be every week, every two weeks, twice a month, or whatever your preferred schedule is. Just make sure they know ahead of time.

**Sample SOP:**

* **TITLE:** **Slack: Make the Slack subscription type of this account a "Multi-Channel Guest"**How To Video:<https://drive.google.com/file/d/1FJ6SK1LKlghLtN62fGjtIJQPDzxsC9cG/view?usp=sharing>
  + Open Slack
    1. You must be an Admin in our workspace to do this - if you are not an admin, please contact Head of Operations ASAP to have him make you one
  + Click into our workspace - click the downarrow next to "ABC Workspace" in the upper lefthand corner
  + Click "Settings & Administration"
  + Click "Manage Members"
  + Search the client's name - not shown in video but should have been - Client's Slack profile should appear
  + Click the three gray dots on the right side of the screen - MAKE SURE YOU ARE CLICKING ON THE CLIENT's DOTS
  + Click on "Change Account Type"
  + Click "Multi-Channel Guest" and click "Next"
  + Make sure the client is in the 3 channels:
    1. General
    2. Client Name, Client's Company Name, lead information
    3. Client Name, Client's Company Name, support
  + Click "Make Multi-Channel Guest"