

# 221+ TASKS OFS ARE DOING FOR YOUR COMPETITORS

The greatest fallacy of hiring "VAs" is the notion that they can only do basic virtual assistant tasks. It's just not true.

That's also why I've stopped referring to the professionals on OnlineJobs.ph as "Virtual Assistants" and now I use the term "online Filipino specialists (OFS)." They're "specialists" because they're highly educated and trained and they can do things for you that you possibly haven't even considered.

**You could be doing more in your business with help from an *Online Filipino Specialist*. And I want to help your business grow.**

So I've created a list with help from dozens of OnlineJobs.ph employers to help you wrap your head around just how much an OFS could do for you. This list includes over 221 different tasks (...ok. It's *more* than 221, but that's where I stopped counting).

The list below is a collaboration of feedback from OnlineJobs.ph employers--it's just a sample of the employers who have found overwhelming success with online Filipino specialists. **Most of what you'll read are fragments from emails that have come from business owners, like you, describing what their OFS does for their company.** I've also pulled information from case study interviews I've done with employers in the past.

This may feel like a lot of information...and it is. It's not meant to serve as an organized, comprehensive database of everything an OFS COULD do for you--I'll leave that up to *your* creativity.

I hope this list sparks your curiosity and presents you with creative leads on ways you can utilize an online Filipino specialist in your business.

Think BIG. Open your mind. TAKE NOTES! You may find the solution to some of your most difficult business problems below...

Some of these tasks may seem basic and obvious, but some of them were even new to me.

- John Jonas, Creator of OnlineJobs.ph



# What Can an OFS Do for YOUR Business?

**Here's what experienced OnlineJobs.ph employers are saying...**

I get emails on a daily basis from employers who rave about their Online Filipino Specialists. So, I started asking:

"What do your OFS do for you?"

Following are emails from real employers telling what their OFS do for them. They're organized by business industry so you can easily find what employers in your industry are using OFS to do.

## Digital Marketing, Sales Consulting...

### ➤ Product Strategies and Consulting

#### ➤ NxtStep

*Here are some of the things my VAs are doing for me:*

- **LinkedIn outreach**
- **Social media management**
- **Account management**
- **Website management**

*Over LinkedIn they help me connect with people that may need my services.*

*Account management includes lots of admin tasks like **project management, creating job ads, screening candidates and helping me choose who to hire for certain projects.***

*Huge help!*

- Sean B.



## ➤ Digital Marketing

### ➤ Slater Strategies

*...I have the most amazing team! They're incredible!*

- **Copywriters**, they're doing all **social media writing, blogs, website content, email creation and captions for our podcast.**
- **Graphics**, they're doing **logos, social media graphics, ad design, cover photos, children's book animations** as I'm writing a book and needed an illustrator.
- **Video editor**, they're doing the **podcast editing, cleaning up the files, making intros and outros, graphics videos, explainer videos.**
- **Project manager**, making sure of course everything is progressing and flowing as it should and things are getting done.
- **HR manager**, **everyone can go to them for complaints and issues.** I implemented a thing called a "coffee talk" and it's every 2 weeks with each person on the team just to hear how they're doing and if there's anything they need, the HR and Project person will lead those when I can't and write down notes.
- **Executive assistant**, they keep my **email managed, calendar taken care of, respond as me when they can**, send me only the most important things to do and focus on. I'm currently moving to **Go High Level and my assistant is taking care of all of the setup and training** so we can do that. They told me they wanted to do it all, so I said sure! They'll also **call places on my behalf, make dinner reservations for my wife and I, remind me of birthdays and anniversaries coming up so I don't miss them, they'll buy gifts on my behalf as well.**
- **Operations**, they make sure everything is flowing as it should and people are doing what they're supposed to.

- Mitchell S.

## ➤ Digital Marketing Agency

### ➤ Tree Care Marketing Solutions

*It's taken several tries over the years but I finally have 2 awesome OFSs in place (plus a full-time employee here in the US). They take care of a wide range of things for my digital marketing agency.*

*Once they were comfortable with their work, I asked the 3 of them to **develop the onboarding process for our new clients.** They had access to all of the process docs and resources we currently use, and they know what it looks like after a client has been onboarded. But beyond that, they had free rein to figure out*



*how the overall process should look, how to document that, and how to communicate it to clients. As part of the process, they could interview me to get answers to any questions they had.*

*They had many, many discussions about how to accomplish the project, what the outcome should look like, who would do what, what was missing, what needed to be created, etc.*

*I made sure they had the resources they needed and then got out of their way.*

*Guess what? They blew me away!!*

*They gave me a formal presentation to show what they'd done, what they recommended and why, and the resources they'd developed to support the onboarding process. They came up with things I would never have thought of (and I've been doing this for a LONG time!).*

*They now feel ownership for the process and are experts in how to bring a new client onboard. And they're already working on developing the next part of our process!*

*It just goes to show how valuable an OFS can be when you trust them to do great work. I'm now looking for my next OFS hire :-)*

*Thanks for the great service you provide.*

- Monica H.

## ➤ Digital and Local Marketing

### ➤ Kiraly Marketing

*I have two [OFSs] right now. One is mostly in a VA/EA role part time. She helps me with **google posts** for some of my clients, **connecting me with my ideal clients on FB and IG** (just connections, no DMs) **she also prepares reporting documents** I need and other misc tasks.*

*Then I have another one who is my **Go High Level ops** guy. Anything I need done in GHL he does; from **adding sub accounts to building out complex follow up strategies and Zapier automations/integrations.***

- Todd F.

## ➤ Digital Advertising

### ➤ Carbon Creative

***"SEM Specialist (Google AdWords, Search & Shopping):** When I hired [him] in September, he had 0 experience with Google, but all the right characteristics to be successful in the role (data & process driven, excellent written English, a Bachelors in Computer Programming, etc.). Since that time, he has **gained all four (4) Google Certifications, has launched multiple client campaigns, and has helped us sign over***



**\$400k in managed ad funds (for Google)** as a result of his hard work! — I am part of a Coaching Group, and will be hiring someone in the U.S. for consulting from it January-March (probably a block of 10-15 hours or so) to be sure [he] has all the support he needs to get our new campaigns up & running, and help continue building his skillset & confidence with Google

**Operations Specialist (Facebook & Instagram Ad Reporting); Google AdWords, Search & Shopping Reporting:** We run a lot of Social ads, and now as of 2022, a lot of Google ads. [she] will be the person who **creates the post-campaign wrap-ups for everything per our workflows & systems, and delivers them to our clients, in addition to other project-based work, such as pre-scheduled Emails, Text Messages, Website Updates, etc.** (really anything project-based that does not have to be done “today” but can instead be planned for)

**Client Support Specialist (Review Management & Social Media Monitoring):** [She] keeps our day-to-day running smoothly by managing, responding to & escalating as-needed Google, Facebook & Yelp reviews, Facebook Leads, Comments & Direct Messages, social media & website hour updates (for power outages, snow closings, etc.) and more.”

- Alana

## ➤ Content Writer, SEO Specialists, Sales Proposals

### ➤ Unnamed Business

I have one VA who is a content **writer**.

**He would figure out what topics based on sites we have (there are 5+), combine it with what topics I suggest, then write the articles.**

I have him writing one per day. On rare occasions, he'd take two days for one article. **Research** can consume one day, too.

**...[SEO] specialists prepare written reports, conduct audits, apply technical optimizations to websites, and register client sites to different business listings.**

**Problem solving** was something important that I did with my specialists from time to time. For example, I'd ask them why we fell behind on Google rankings or how can we prepare a consolidation/migration plan for 50+ sites.

I've also had them **prepare presentations/proposals based on templates for sales prospects.**

- Brian V.



## ➤ Digital Marketing and Advertising

- SEO Werkz
- Case Study: Paul Staten

Paul originally looked for an OFS to **manage keyword research, reports, drafting emails, listing management tasks and some other basic tasks**. He found and hired “Mario” who saved Paul 10-15 hours a week. Now:

- They have a **PPC manager** who’s been with SEO Werkz for 7 years.
- **Content creators**
- **FB manager**
- **Developers**
- **SEO techs...**

Paul says he doesn’t know if there’s one job over another that he can say Filipino workers excel at, because when you hire the right fit, they’re all “amazing.”

“Whenever I’m posting a job with [OnlineJobs.ph](https://www.onlinejobs.ph) I’m looking for a very specific talent and there’s just always a good fit for that specific talent.”

## ➤ Digital Marketing and Advertising

Distinct

Case Study: Vince Aguirre

- **Graphic design, social media management, website design and content updates...** They have someone working Daytime EST and nighttime EST. The one working during the daytime takes care of client tickets and the one who works at night focuses on the bigger projects.
- They also have a VA who was hired to focus on **quality assurance**. She’s so talented, Vincent is training her to be a **project manager for the day-to-day tasks** so he can focus more on the big-picture issues of the business.

## ➤ Digital Marketing for Real Estate

- LA Data Nerds
- Case Study: Brian Onesto

LA Data Nerds employs 5 Filipino team members who Brian describes as “the lifeblood of the company.” He explains that he’s the face of the company and his VAs are in the background doing the heavy lifting, from **web development to video editing to administrative tasks and other general work**.



# Online and In-Person Sales

## ➤ Dropshipping/Online Sales

### ➤ Unnamed Business

*I have a dropshipping company. [My VA] handles all **research, posting of products to our store, banners, product categories, discounts and all technical aspects of the business.***

*I could not do it without her. Your service and suggestions about screening were outstanding and resulted in her being hired. I could not be more pleased.*

- John M.

## ➤ Online Sales - Ebay

### ➤ Unnamed Business

*My business is simple. I purchase [items] in bulk and sell them on eBay. Because most of the items are "one offs," we need to generate a new listing for every [item]. **Anything that does not require touching the product is a candidate for my OFS team.***

*Here's the list of tasks they currently perform:*

*Edit photographs*

- ***They use Google Photos editing tools***
- ***After editing, they download the photos to their workstations***
- ***Generate eBay Listing Drafts***
- ***They use an online 3rd-party collaborative eBay listing template tool called 3D Sellers***
- ***Populate all necessary fields***
- ***Import the edited photos***
- ***Create brand-specific descriptions***
- ***Create item-specific descriptions***
- ***Error check everything and let me know what items need to be fixed from my side (like reshoot a photo)***
- ***Publish drafts to eBay***
- ***Edit Listings on eBay***
- ***Each new listing requires minor adjustments after it's been pushed from 3D Sellers. They need to log into the eBay store to perform these tasks...yes, I trust them.***

*Everyone is trained to perform all tasks, but they've figured out among themselves how they want to divide the work. All they need from me are photographs and the prices. They do the rest.*

*My responsibility is sourcing inventory, taking photos and uploading them to Google Photos. After the listing is created, I will slot the item so it can easily be found when it sells. When I was doing all the tasks, I*



could get about 4 items listed per hour...and that's with taking no breaks. The OFS team is now performing 85% of the touch time required to run the eBay store. As a team, we list between 60-75 items per day!

- Steve W.

## ➤ Amazon Sales/Organic Honey Product Sales

➤ SwedeBeeCo.com

I have one of my VAs doing **administrative tasks such as data entry, case openings, purchasing replens, and any other administrative task I may need him to do.**

- Alex

## ➤ High Ticket Dropshipping

➤ HighTicketElites

- **Customer service reps - High Ticket Shopify brands**
- **Seller account management - Amazon**
- **Customer service reps - Amazon**
- **Product source/listers - Amazon**
- **E-commerce website designers - Shopify based**
- **Short term future hires**
- **Operations manager**
- **SEO strategist**

- Ason

## ➤ Online Sales- Appliances

➤ BellinghamElectric.com

Here are some things our workers are working on. We have a couple of workers right now:

- **Building internal documentation and training materials for VA and non VA Staff - we use Slab**
- **Administrative functions using excel and email**
- **Staffing our online chat - we use Zendesk**
- **Proofreading and editing blog posts - we use Hubspot**

- Jeff A.





## ➤ Online Sales- Auto Parts and Batteries

### ➤ Sunn Battery Co

*I love our General Ecommerce OFS who we hired from your site. She's made my life infinitely better! I saw you asking for a list of tasks your VA/OFS does on a Facebook post and thought I'd share a few with you:*

- *Often replacement parts we're offered from manufacturers to sell have a primary part number but don't have fitment information. Our VA has been able to do the **product research** we don't have time to and **create a fitment guide** which allows us to make a much more educated decision on whether the part we're considering is worth buying.*
- *She handles **half of our customer support emails before we reach the office.***
- *She handles **all cancellation requests** before we reach the office in the morning.*
- *She **sends offers daily to customers** who are watching our items on EBay.*
- *She **creates EBay ad campaigns** for all of our New products.*
- *When 3rd party marketplaces(Amazon, EBay etc) add additional required fields(which they do a lot these days) she will go and **fill in the fields**. Previously we wouldn't get to doing this for weeks or sometimes months because we have other tasks that must take priority.*
- *She handles the **big projects** that really need to be done but we'll never get to.*
- ***Builds Amazon ads campaigns** based on our specifications.*

*I also have a **copywriter** I hired from [onlinejobs.ph](https://www.onlinejobs.ph). He's really good. To be honest I never thought I could find someone in the Philippines with strong enough English to not only write in English properly but be creative in describing our products.*

*Thanks for what you do. It's made a huge difference in our business. We'll definitely be hiring more people from [onlinejobs.ph](https://www.onlinejobs.ph) in the near future as we continue to expand.*

- Jerry W.

## ➤ Amazon Business

### ➤ Fast Track FBA

### ➤ Case Study: Thomas Parkinson

- Thomas employs about 15 VAs, but only directly manages between 5-8 people (he's personally found that trying to manage more than 5-8 on his own is not effective. Too much going on.)
- In his personal Amazon business he employs: **3 VAs for sourcing, one VA in charge of purchasing, another VA who does amazon stock/customer service, an executive assistant, payroll specialist, email manager, project managers, content branding/creation specialists...**
- In Fastrack FBA Thomas employs: **7 sourcing VAs and a team lead.**
- Thomas even found and hired a VA to start a new business – "she helped me create my idea because she was the right fit!"



# Health and Wellness

## ↳ Fitness & Health Training

### ➤ Sara Sutherland Fitness

*...Right now, she is helping a lot with **social media. Scheduling posts to my business pages and group.** This is an easy thing for her to be able to do and then I have time to go in and review before they publish while we are learning how to work together. Eventually, I will train her on how to **have conversations within my group** and on my page with people to drive in clients to my fitness business, however we are not there yet!*

*She is also **scheduling blog posts for me onto my website.** She also noticed that I got lazy on my website and didn't name all of the files correctly... but left them IMG\_00129... which doesn't help search engines. So she soon will go through those and rename them for me.*

*I plan to have her help with **copy/pasting content I had written by a freelancer onto some websites that need pages added to them.***

- Sara S.  
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## ↳ Herbs and Natural Health Education and Podcast

### ➤ Herbs With Rosalee

- **Video editing for YouTube channel and online courses**
- **Audio editing for podcast**

- Rosalee D.

## ↳ Martial Arts Studio

### ➤ Hanabi Judo

*One of [the VAs] will be my **operations manager.** I think I'll actually put him in charge of **supervising** some of my younger people here in the United States.*

*The other person is doing my **social media and assisting with marketing.***

*A third person is just doing **random projects that I need help with. Cleaning up databases for example or making plane trips for me.***

*All three of those people cost me less than a full-time person would here in the San Francisco Bay area.*

- Dan A.



## ➤ Self-Sufficiency, Wellness, Oils and Homeschool Coaching

- The Schoolhouse Life Podcast, SchoolhouseLifeOils.com
- Case Study: Drew Grimm

How many Online Filipino Specialists do you have working for you and what do they do?

- Drew hired his first VA in 2019 to help with **website work**. Now they have 3-5 VAs working for them at any given time
- **Video editing** – Drew and Lacey record a lot of videos and interviews for The Schoolhouse Life. They send the raw footage directly to their video editor and “he cuts all of the ‘ums’ and ‘ahs’ and He does **intros and and commercials** as well.”
- **Web development – WordPress** mainly. She’s working on **Kjabi**
- Drew is currently training a VA to do **FB ads**
- Someone did **Google Ads** for a while
- Someone wrote **blog posts** for a while

## ➤ Natural Supplements and Hormone Creams

- WholeFamilyProducts.com, BeyondFertility.com
- Brenda Albano

- Jackie (Brenda calls her the ‘queen’) does all of the **SEO**. She’s a mother of 4. And they have a wonderful time together as business associates and friends.
- Then there’s Gigi who works as Brenda’s **VA**. She calls him her “superman” **because he can get anything done**. She also refers to him as a “son from another mother.” He **oversees everything, helps her vet new hires** etc...
- Hazel specializes in **social marketing**
- Jen specializes in **product label design**
- Jessa works as Brenda’s **personal assistant**
- Johnna specializes in **inventory**
- Kim is **helping to open Brenda’s retail store in Cebu**
- Rose and Ty work in various capacities and Sheralyn just started...

## ➤ Health and Wellness Coaching for Business Professionals

- WellthyBoss.com
- Case Study: Mariah Seacrest-Comer

- “She does anything in my business that I don’t personally have to do.”
- For example, Mariah may ask her to **edit workout videos, manage email lists, help with live certifications, send out email templates, travel research, marketing research, reach out to potential clients and more.**



# Business Coaching and Knowledge-Share

## ↳ Executive Performance Coaching

### ➤ Susan Taylor Coaching

*"I only have one VA, Kim, and she **manages my social media which includes Facebook, LinkedIn, and Instagram.** She **uses my branding to design posts, including videos, and responds to comments.** Kim makes sure to **engage me when needed if someone wants more info,** etc. She had great initiative and has thought of things I didn't know, such as **creating a linktree for IG to link to my app.** She also **manages my nurture email list on Active Campaign.***

*My plan is over time to hire a few more VAs to handle other areas such as **YouTube and Tiktok.**"*

- Sue T.

## ↳ Virtual Knowledge-Share Community

### ➤ RePurpose Initiative

### ➤ Case Study: Tobe Brockner

Right now Tobe has one full-time worker in the Philippines but in the past he's worked with up to 4 at a time. His current Filipino team member, Mike, is a **graphic designer.** He's worked full-time for Tobe for the past two years. Tobe is getting ready to hire another VA soon to specialize in **running his communications, general admin and social media.**

# Healthcare/Hospice/Childcare Services

## ↳ Home Healthcare

### ➤ Seraphic Springs

- **E-Billing**
- **Staff Coordination**
- **Client Care Coordination**
- **E-filing**
- **Data Entry**
- **Answering Phones**
- **Social Media Management**



- **Organizing**
- **Quality Assurance monitoring**

- Tola O.

## ↳ Consulting Firm for Long-term Care and Hospice

### ➤ Hart Healthcare Solutions

*I LOVE my OFS. **She is an RN and helps me with content** and I will be training her how to do my **consulting contracts** with me as well...She **created a nursing leadership workbook** for me that was 80% perfect on the first try which was way above my expectations. I want to help other nurse consultants experience this freedom and relief of having amazing help. I can't wait to bring on a second nurse OFS. My goal is to have 3 and then get to 10 nurse VA's subcontracting with me.*

*She does **research for my content** and does **almost all of my graphics** now, she does **proofreading and transcription for my contracts** (policies and procedures and other documents). She is now doing **social media content and posting**. She helps me with my **schedule, she develops articles and makes slide decks for all of my presentations and courses**. **She created my entire course workbook** and did an absolutely stunning job that required minimal revisions. She has been **helping me revamp my website and course cards**. She can do anything by providing her with a short how-to/training video.*

- Nena H.

## ↳ Healthcare Professional and Graduate Education

### ➤ GraduateMedicine.com

VA recurring tasks:

- **Setup spinning content from daily facebook live**
- **Adding client zoom recordings to backend**
- **Setup of events and facebook pages**
- **Setup of email campaigns.**
- **Setup of zoom webinars**
- **Run end of week checks to notify me of what still needs to be done.**
- **Calendar management.**

- Tom R.

## ↳ Child Care Center

### ➤ A to Z Building Blocks

*We own five care centers with over 125 team members. Using VAs has been life saving! We couldn't do what we do without them!*

VA1:

- **Newsletters**



- **Flyers**
- **Answering phones**

VA2:

- **Assisting with high end reporting**
- **Maintains changes through software's, databases, updating excel spreadsheets, changing calendars, and special one time projects that take up unnecessary time from high end team members.**

- Jody Z.

## Financial Business

### ➤ Mortgage Services

➤ TheMortgageHut.co.uk

*"...She does a huge range of stuff for me, from **reporting to diary management, recruitment and lots of other stuff**, she really is what I'd term an executive PA.*

*We have [another VA] who completes lots of **reporting** and **compliance checks** (we are a financial services business).*

*And we've just recruited [another VA] who will be our first **outsourced mortgage administration**. She's come from a background of managing a whole bank branch's loan book of over 3,000 people and is a great find.*

*A bit of background, we are a mortgage company with around 35 UK staff, we deal with 3K plus customers a month and are slowly trying to utilise VAs to allow for a truly mobile business, should my wife and I want to move abroad."*

- Chris S.

### ➤ Personal Online Financial Platform

➤ RadicalFire.com

*...[OFS at Radical Fire] do **keyword research, writing, editing, scheduling to WordPress, updating and republishing articles in WordPress, making pins, sharing to Pinterest, Twitter, Facebook, writing emails to subscribers, managing my email inbox...***

- Marjolein



# Architecture, Real Estate and Property Management

## ➤ Architectural Design

➤ Greg James Designs

*John, Thank you for creating this site. It has been a game changer for our Home Design company located in Oklahoma. I currently have 4 Philippine team members and it is working very well.*

*We hire **architects for home design**. I have a **personal assistant that manages our team** [in the Philippines] and she **handles my accounting**.*

- Greg J.

## ➤ Construction and Temporary Rental Management

➤ Urbanwide Residential & Luxo Stays

*Here is a list:*

- **Create Airbnb Listings**
- **Coordinate Cleaner Schedules**
- **Interview Cleaners**
- **Interview Handyman and Contractors**
- **Interview other Virtual Assistants**
- **Cold Calls**
- **Manage subcontractors for Construction Projects**
- **Send Docusign for Paperwork**
- **Learn construction everyday through Video Training**
- **Message and Call Guests for Airbnb's**
- **Create Purchase Lists for Airbnb furnishing**
- **Review photos of construction projects**
- **Speak to building departments**
- **Research and Solve Construction Problems**
- **Solve Guest Problems through Airbnb Resolution Center**
- **Manage on-the-ground project managers**
- **Create Floor Plans**
- **Look for new contractors**
- **Fill out scopes of work for Construction**
- **Create contractor packets**
- **Accounting**
- **Utilize Asana, Trello, and Slack**
- **Create SOP's and Checklists**

- Gi'Angelo B.



## ➤ Temporary Rental Management

*"I pulled the trigger on your basic One VA Away course and went through it all. I'm sure I could've pieced together most of it from your YouTube, blog, etc, but I did enjoy the step by step nature of the overviews. I've worked with a handful of assistants from other bosses or from Freelancer before so I'm familiar with what it's like to hire, train, and work with others in this way. My biggest takeaway from One VA Away was how and why it's important to lose the per-project or per-hour mindset and just make the leap to PT/FT hires. So thank you for that.*

*A couple of ideas I've settled on to outsource:*

- **Real estate investment vacation property searches**
- **General location investment analysis and data collection (Airdna, demographics, etc)**
- **Contractor type research**
- **Specific property pre-analysis data collection (price, bedrooms, taxes, etc)**
- **Google Drive / Sheets / UTM email process management**
- **Airbnb pricing optimization/management**
- **Airbnb guest communication**
- **Airbnb end-of-month reporting and numbers collection**
- **Help with content ideas for Instagram**
- **General research**
- **Canva YouTube thumbnail creation**
- **General SEO research and link outreach**
- **Pre- and post-production processes (Facebook Live, Podcast, etc)**
- **Pin and image optimization for Pinterest (for my wife's business)**

- Jacob M

## ➤ Real Estate

➤ FindYourPerfectNest.com

*"My VAs do **everything from building websites, to contacting my agents, to Canva, Facebook, Instagram, database management, Trello boards, excel sheets, google docs, time tracking, managing my calendar.** They are amazing and I am so lucky to have them. I am teaching a class to 50 agents on hiring VA's in the next month. I will be sending them to your website!"*

- Robin





# Freight/Transportation

## ↳ Trucking and Courier Services

### ➤ Eveready Express

*Some of the jobs I have hired for includes these specialties:*

- **Customer support, quoting and booking orders**
- **Track and Track, tracking drivers/ shipments using our GPS tools for on-time service**
- **Recruiting, drivers in USA, and recruiting VA's in Philippines**
- **Managing those VA's, hours, approving their invoices, performance reviews**
- **Executive Assistant**
- *And I'm sure there will be more soon*

*Your service, Onlinejobs.ph, has allowed us to grow much more cost-effectively, and improve service to our customers, support out USA staff, and to positively impact the lives of the Filipino staff.*

*And...working with the Filipino staff has caused me to be more grateful of the benefits and opportunities I have taken for granted living in the USA*

*Thank you for this.*

- Keith K.

## ↳ Freight Company

### ➤ MLP Freight

*[One] OFS **calls leads and offers quotes on freight.** [We also employ] a CSR... (our onlinejobs worker) **follows up with phone calls hoping to quote and land new freight customers.***

*So far it's working out pretty well.*

- Dave W.

# Professional Photography & Videos

## ↳ Wedding Videos/Online Marketing

### ➤ Rehash Media

*...I gift my VAs Udemy courses to learn different skills, or buy them Kindle books to read on certain subjects. She's been learning **SEO, doing articles and also making graphics for Pinterest, and banners for my affiliate marketing course.***



My other VA is more of an all-around talent that I'm training on a variety of things. She **posts the Pinterest pins that the writer makes, operates my MissingLettr account to schedule social posts out for the next year for each piece of content I or my writer creates. She does the transcripts for my podcast, and I also speak articles during commutes that she also transcribes for me so I can turn into blog posts.** Recently I've been having her **take video from my podcast interviews and cut them into pieces for Facebook, Tik Tok, and other platforms using a program called Content Fries.**

I'm pretty much trying to continually replace what I'm currently doing in the business. I send them training on the next thing, and they learn it easily and implement it in my business.

## ➤ Real Estate Photography

### ➤ Panda Photo Studio

[One VA] does **drone and real estate photo editing for us...** I would love to have a 2<sup>nd</sup> full time person, but it is high end photos and has to be done in a timely fashion so I need to work on that.

My [other VA] helps with a lot of different things.

Her main job is **handling some of our clients' social media accounts, email marketing... she helped create business cards, flyers, brochures, minor updates on websites, posting blogs, updating website plugins, themes, creating reports, collecting addresses for an email campaign.** Basically anything and everything I can quickly teach her and she is invaluable to my company. Now I would like to find someone like her to help with some website designs.

- Patricia N.

# Online Services

## ➤ Print-on-Demand Shop

### ➤ Anonymous

I have print on demand shops on Amazon and Etsy. 1 VA is a **graphic designer** and the other 2 are **operations.**

Tasks:

- **market research on popular products**
- **conduct keyword research to include good words in title and tags so products can rank organically**
- **design text and graphics for new products**
- **create listings on amazon and etsy**
- **create mockups for customers to approve customised orders**
- **order entry**
- **update tracking ID when shipped**



- **customer service - track shipments, answer customers' messages, and follow up on difficult cases**
- **tally stocks on amazon fba**
- **track design copycats and report copyright infringement**

## ➤ Online Search Directory

➤ SearchBug.com

Our first hire was for a **[customer service rep]** - we operate an e-commerce website called searchbug.com where users sign up and get access to contact data and other information. The young lady we hired has been using **Zoho Desk for support tickets, validating accounts to prevent fraud, & using chat and phone calls to help solve customer issues**. In her spare time, she's been helping to **create content** and lend a hand as needed.

Our second hire was for a **graphic person to use Canva...**

Our 3rd hire from your site was a **full-time digital marketing person**. She's been setting up **automation using IFTTT and does analytics and created our social media map**. Our graphics person reports to her. She organized our social calendar via Trello boards and keeps all social tasks on track.

4th hire was recent.. she is now **working with our assisted vendors to route requests as needed via Zoho Desk**, does some **internet research** for us, and in her spare time has been also helping to **create social content in Canva**. Next week she will start **calling existing customers to introduce herself as their account manager and work to increase sales for her channel**.

Our 5th hire will be for a **content creator** and will round out the digital marketing team and will **create content, blogs, video scripts, web content, edit existing content and develop and write content for email marketing campaigns using Zoho Campaigns**. We still need a **video creator**.

We have found that many of the Filipino workers we hired are smart dedicated people. I used your OneVaAway course to learn as much as possible about hiring and retaining these workers and I must say, it helped us tremendously. I really don't think we would have been this successful at hiring the right people without your insights. Your course saved us from making a ton of mistakes and getting off on the right foot immediately. I mean, we hired 5 people in 6 months, no way we could have done that locally nor could we have done that without taking your course and using all your tools. Thank you.

- Noah W.

## ➤ Custom Group Trip Planning and Guide Services / Professional Musician

➤ Amazing Vacations Costa Rica / Tonioli.com



- *I have one that is doing **music transcription** for me now which has been amazing. Super niche skill and I was able to have a half dozen people apply who were all qualified.*
- *We have a **Wordpress expert** now helping our local person. We also have trained 2 people to **help with our funnels and manage results tracking** since Clickfunnels and Facebook don't talk well and without a custom spreadsheet tracking net profit from a funnel is tricky.*
- *I have a VA that jumps in anywhere I need her and she also **manages the PH team now**.*
- *Last, we have one person **polishing our podcasts and then he hands off transcription of the podcasts**.*
- *We have **QC from our project manager** who then oversees that they **get posted to our membership site and also to the podcast scheduling tool**.*

*They've been awesome. Last project that I have them working on is **setting up English classes where we give our workers and others the ability to schedule one on one chat sessions with Americans who are willing to help them with their English to build their confidence**. Our goal with that is to help them improve their English + boost their confidence. We feel like if we can treat them super well and help them grow, they will be even more likely to stay loyal. We have several other expansion ideas we're working on that will include more PH team members in the coming year.*

- Jason T.

## ➤ Mobile Notary and Wedding Minister

➤ Pass Notary & Weddings

**Email management, video and audio editing for my podcast, account payable, data-entry and managing my CRM.**

- Abraham Z.

## ➤ Manuscript Transcription Software

➤ FromthePage.com

VA Daily Tasks:

- **Webinar Scheduling**



- **Webinar Follow-Up**
- **Market Research**
- **Customer On-Boarding**
- **Renewal/Annual Review Follow Up**
- **SEO work on blog**
- **Post Blog Articles**
- **Create Newsletters in MailChimp**
- **Log Sales Conversations in HubSpot**
- **Shake The Money Tree**
- **Spam Remediation**
- **Trip Planning**
- **Create Documentation**
- **Transcriber Support**
- **Date Night Scheduling**

- Sara B

## ➤ Online Sales Team Services

*So, my business partners and I provide course creators with sales teams on a performance basis. We handle the full sales process, from engaging with their list to closing the deal. The course creators simply give us a payment link, and we handle the rest.*

*What I'm having my **virtual research assistant** work on is **finding course creators in specific markets and then add LinkedIn contact information to a Google Spreadsheet. Then I reach out to the most relevant prospects.** I provided some initial criteria such as niche markets to look in, companies that are already established, have products in certain price ranges, etc.*

*My VA is doing a fantastic job and just a couple of weeks in, I have more opportunities than I can keep up with! Might be time to hire a LinkedIn specialist as well...*

- Josh W.

## ➤ Automation Software and Support

- Bot Builders
- Case Study: Matt Leitz

*"The talent we've hired has been very organized, very structured, very consistent, very reliable."*  
BotBuilder's **online Filipino specialists run ManyChat, their CRM, build funnels, run ads, manage customer support, manage email marketing and chargebacks, develop websites and more.**

## ➤ Web Design and Development

Confetti Design



## Case Study: Johannah Barton

- One person who does **WordPress, Shopify and can manage a membership platform.**
- Two people who do **WordPress, Shopify and API**
- One **Web Designer**
- One who works **QA** (quality assurance)
- She's currently getting ready to promote their QA person to **digital manager** and hire an additional QA specialist to replace them.

## ➤ Software Development

### ➤ BRUMICON

### ➤ Case Study: Scott Watkins

*What do they NOT do? We have **two graphic artists, an audio engineer, a server administrator, a Unity programmer, A PHP/API programmer, a marketing manager, a dedicated YouTube vLogger, a social-media manager, a product tester/researcher, an administrative assistant, and of-course, our Operations Manager.** They basically run the entire company.*

# Influencer/Podcasting

## ➤ Influencer/Content Creator

### ➤ Amazon Influencer Tutorials

*I have two VAs. One handles **social media** for me. She **creates, posts, schedules, and is now doing a target audience for me. At some point, she will run ads for me to target a new website I created.***

*For my second VA, **she edits videos I create. She chops it up into different formats so all I have to do is send it over to my other VA to post. This VA will also take over my calendar at some point.***

*She is helping build my following organically.*

*Since I am an influencer, blogger and own a reading intervention company, they will be an important part of my team. So, I keep them happy.*

*Key tip. Treat them with kindness and compassion. I give mini bonuses for birthdays or if they tackled a huge project, a paid day off.*

*But I wish I did this sooner!*

- Melody J.



## ↳ Podcasting

**Podcast editing and podcast guest booker.**

- @iamjerome84

## ↳ Podcasting

➤ Mentor Nation Podcast

➤ Case Study: John Abbas

- There's an outlined process [his OFS] follows to **design banners and promote each new podcast**, so all John does is send her the recorded file. She does the rest.
- Rogalin [VA] sends John updates every morning at the same time. If he doesn't have a project or podcast for her to work on, she does **SEO for the website and the youtube channel**.
- John would probably have more of a detailed training approach if Rogalin did more systemized and technical tasks, but where **her work is mostly creative**, he doesn't have to do much to manage her. Since he spent time in the beginning creating systems to guide her design work, it's mostly hands-off now.
- She 's branched out to **building funnels, Shopify, SEO and other tasks**.

# Other/Unspecified

## ↳ Cinema Owner

➤ FunTimeCinemas.com

*I have my sweet [VA Name] doing our **bookkeeping and accounts payable**, and she is doing a really wonderful job... We want her to be a part of our company for as many years as is right for her to learn and grow.*

- Ronda L.

## ↳ Online Worship Leader/Worship Team Coaching

➤ WorshipTeamCoach.com

- *Ad Management, light graphic design work for ads*
- *basic video editing*
- *written some first draft copy for some of the ads*



- *She's also digging into our analytics/data*
- *She's not an expert in SEO, but she knows more than me, so she's helping us level up our SEO*
- *simple data entry (one-off project)*
- *testing campaign automation*
- *We're also going to talk about having her do some social media management in conjunction with my VA*

*My goal is to grow and have her focus in her wheelhouse, but she's been fantastic at adapting and being a jack-of-all-trades.*

*Can't say enough about your process to hire Filipinos. Followed your advice and I think she feels valued by me and a real part of our team.*

*Thanks!*

- Jon N.

## ➤ Recruiting

### ➤ ITEOM: Digital Technology Talent Partners

*I'm in recruiting, so [this is] obviously industry specific, but.... they really can do just about EVERYTHING. ;)*  
*Of course, it takes training and also acknowledging when you haven't given them enough guidance.*  
*(Which has happened and likely will happen again...). But they also give a lot of grace.*

*Daily VA to-dos:*

- *Organizing my email inbox*
- *Respond to inquiries and scheduling appointments too*
- *Organize: Trello Board, Files, Folders on Gworkspace (through VPN) and computer (through team viewer)*
- *Adding emails/notes to the CRM (STREAK)*
- *Adding new hiring manager contacts to the CRM (Streak)*
- *Adding the contacts to reply.io*
- *Adding new clients to the CRM*
- *Adding new vacancies to the CRM*
- *Finding Job leads*
- *Identifying the best job leads in your inbox*
- *Finding Contacts for Jobs Leads*
- *Building LinkedIn profile*
- *Building LinkedIn network*
- *Responding to candidates*
- *Setting up Email Campaigns to Candidates in ATS*
- *Informational email campaigns; quarterly to all*
- *Marketing Calendar / BLOGS / posting*





- Finding informative content and repurposing/sharing with our network. FB/IG/Twitter and LI account
- Getting followers, enhancing connectivity/sharing
- Post a Job Advertisement
- Posting on LinkedIn
- Use Canva
- Dripify Campaigns for job searches
- Arranging Calls on My Behalf

#### **Monthly Tasks:**

- Adding Contacts to EMAIL SCHEDULER from Client Leads
- Tidy up Candidate Map
- Send messages to those looking for a new role if the URL doesn't work
- Check if our clients are hiring

#### **(Eventually) Podcast**

- Editing the Podcast
- Creating Album artwork
- Cropping Background
- Using Canva
- Upload the Podcast

- Brenda A.

## ➤ SCADA and Industrial Automation/Remote Monitoring

### ➤ Deep Fork

**BOOKKEEPING:** I hate bookkeeping. I hate **generating and sending invoices**. I hate **going over people's time tracking spreadsheets**, etc. and putting it all into an invoice. I hate **tracking my expenses and getting them loaded into my accounting software** (Wave). I hired a part-time bookkeeper and **she takes care of ALL of that**. This was the lowest cost and biggest quality of life change that I have made. Plus, I think she only spends about 5 hours a week working on my stuff. Great for her, great for me. A real win-win.

SCADA: Analyst / SCADA Programmer: I work in SCADA and Industrial Automation / Remote Monitoring. I have hired some **young developers and taught them all about SCADA and my Industry** (Primarily Oil and Gas). I have a local engineer here, and they aren't as good as him, and it's quite a bit more difficult communicating with them (He's in the office right next door, and I can just yell out my door when I need something.), but **they do more or less the exact same thing**.



*They: **Configure our SCADA system. Create Visual Displays for our customers. Configure communications to end devices where we collect the data. Write scripts to automate reports. Write scripts / code to accomplish other various tasks that need to be done. Do some of the more manual / menial tasks when they come up...***

*They also **wrote a Mobile application for Android / iOS.** One wrote it in XCode, then quit. Then a second one re-wrote the whole thing in Xamarin.*

- Rob W.

## ➤ General Online Business

### **Business:**

- Video Editing
- Animation
- Sales (Outreach, CRM, Invoicing, Booking Meetings etc)
- Customer Service
- DMing people on Social
- Project Managing
- Handling Dropshipping Business (Finding products, listing them, handling out of stock, etc)

### **Personal:**

- Food Shopping
- Product Shopping
- If there is something that will take me 10 hrs to understand, I can have a VA study the topic, make it a digestible 5-30 min presentation so they can do the studying, and I can learn fast

- Alex P.

## ➤ General Online Business

*I have my VAs help with **app scripts, keyword research, catalog management, customer service, graphic design.***

- Twitter @randomCEO101

## ➤ General Online Business

*1. **Video Editor** - While this is his job title, he **edits the video using raw files and a script or outline, convert live streams to edited videos, creates thumbnails, create captions, upload the video to YouTube, notes the time samps, add the end card and other "video-related tasks".***



2. **Graphic Designer - creates logos, branded print media, branded digital media, infographics, data visualizations, maps, and icons.**

3. **Copy Writer - convert videos to blog posts, research niche topics, gather all information in one location, organize research, summarize research, after I read the research, take my recorded call and transcript from Otter.AI and convert to a blog post, download data from the MLS to be converted into blog posts, and create scripts for video.**

The next step is to hire an assistant for my VAs to ensure that we have a backup person in the event we lose one of the members of our team.

- Abraham W.

### ➤ General Online Business

**[My OFS] enters data into a website that mails out a marketing letter in the US.**

- Tony F.

### ➤ General Online Business

I'm currently at 23 so they are in about 7-10 different positions currently. **Bookkeeper, VA, operator, fax wrangler, billing, etc.**

- Erik M.

### ➤ General Online Business

I hired [An OFS] two weeks ago and like you said in your video, if you trust them first they will give you their best. [She] is helping me with my **social media, Facebook and Instagram** for now. She is also my **personal assistant**. We both are single mothers with kids of similar ages so I do understand how it is being a mom and working from home.

She loves to communicate with me often, even in the middle of the night for her. To be honest I don't know when she sleeps. Even if I said go to rest and sleep if I send her a task to it it later, she responds immediately.

She is giving me ideas about my social media. I'm in the process of learning still, but when I ask her opinion she jumps in and tells me how that can be done. I'm a workaholic and sometimes when we are working on a project, out of nowhere she will remind me to get something to eat. She even said, "Ms K, please go to sleep now. We will continue tomorrow."

Finally after a year of trying to set my social media and running my e-commerce, everything is getting together. When I place her tasks on Monday.com, she completes them as soon as I post them there. **I paid for a course last year on Instagram Makeover with Kat Coroy and gave access to my VA so she can learn and apply the work on my Instagram** and she is doing it so well. I'm committed to help her to learn more about anything and she is giving me her 100% as well. We both are very happy.



*[She] created a daily post calendar for Instagram and Facebook. She makes sure to respond to messages on both platforms. She also creates the product videos in Mint to post twice a week. I created a business account in TikTok so we can also add the videos there and promote it. I'm creating an affiliation page to add to my e-commerce business and she is going to help me spread the word to gain more marketing that way. I still need to hire someone that will help me create Facebook ads.*

- Karina U.

## Summary: What Can an OFS Do for YOUR Business?

<b>Content Writing</b> <ul style="list-style-type: none"><li>• Emails</li><li>• Sales Page Content</li><li>• Articles</li><li>• Social media posts</li><li>• Blog posts</li><li>• Webpage content</li><li>• Creating Info products</li><li>• Transcribing services</li><li>• Editing</li><li>• Ghost Writing</li><li>• eBook Writing</li></ul> <b>Customer Service/Support</b> <ul style="list-style-type: none"><li>• Answer Inbound calls</li><li>• Respond to tickets</li><li>• Troubleshooting</li><li>• Process orders &amp; transactions</li><li>• Collect, record, analyze and report on customer feedback</li><li>• Respond to customer reviews</li></ul> <b>E-Commerce</b> <ul style="list-style-type: none"><li>• Shopify Development</li><li>• Infusionsoft</li><li>• Ecommerce</li><li>• Amazon</li><li>• Ebay Listing</li><li>• Woocommerce</li></ul>	<b>Financial Management</b> <ul style="list-style-type: none"><li>• General Bookkeeping</li><li>• Payroll</li><li>• Create and manage general budgeting and credit of business</li><li>• Manage software like Quickbooks and Xero</li></ul> <b>General Admin Work</b> <ul style="list-style-type: none"><li>• Quality assurance</li><li>• Data entry</li><li>• Set appointments</li><li>• Research (ANYTHING)</li><li>• Organize information into Excel</li><li>• Assist with recruitment</li><li>• Personal assistant</li><li>• Calendar organizing and coordinating</li><li>• Inbox Organizing</li><li>• Plan meetings</li><li>• Take &amp; transcribe notes</li><li>• Organize and maintain contact lists</li><li>• Edit and format documents</li><li>• Screen calls</li></ul>	<b>Graphics &amp; Multimedia</b> <ul style="list-style-type: none"><li>• Graphic Design</li><li>• Video Editing</li><li>• Photoshop</li><li>• Illustrator</li><li>• Graphic Art</li><li>• Animation</li><li>• Multimedia</li><li>• UI / UX Design</li><li>• Autocad</li><li>• Adobe Indesign</li></ul> <b>Linguistics</b> <ul style="list-style-type: none"><li>• English Teaching</li><li>• Translating</li></ul>
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<b>Marketing &amp; Sales</b> <ul style="list-style-type: none"><li>• SEO – Search Engine Optimization</li><li>• Sales Representative</li><li>• Marketing</li><li>• Social Media Marketing</li><li>• Facebook Marketing</li><li>• Lead Generation</li><li>• Google Adwords</li><li>• PPC</li><li>• Affiliate Marketing</li><li>• Email Marketing</li><li>• Instagram Marketing</li><li>• ClickFunnels</li><li>• Internet Marketing</li><li>• Craigslist Management</li><li>• YouTube Marketing</li><li>• CPA Marketing</li></ul> <b>Marketing &amp; Sales</b> <ul style="list-style-type: none"><li>• Link Building</li><li>• Private Blog Networking</li><li>• Digital Marketing</li><li>• Online Marketing</li><li>• LinkedIn Marketing</li></ul>	<b>Real Estate / Architecture / Short-term Rental Management</b> <ul style="list-style-type: none"><li>• Real Estate Virtual Assistant</li><li>• Architecture</li><li>• Scheduling</li><li>• Website Management</li></ul> <b>Software and Mobile Development</b> <ul style="list-style-type: none"><li>• PHP Programming</li><li>• Magento Development</li><li>• iOS Development</li><li>• Laravel Development</li><li>• Android Development</li><li>• App Development</li><li>• Python Development</li><li>• C#</li><li>• Bootstrap Development</li><li>• Mobile App Development</li><li>• Ruby on Rails Development</li><li>• ASP.NET Development</li><li>• Javascript Development</li></ul>	<b>Web Development</b> <ul style="list-style-type: none"><li>• Web Developers</li><li>• Web Design</li><li>• WordPress Developer</li><li>• Joomla Developer</li><li>• HTML / CSS Expert</li><li>• Optimizely Developer</li><li>• Webmaster</li></ul>
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## Ready to hire an OFS for your Business?

Hiring isn't hard. The next step depends on your comfort level. Here are 3 options:

1. Go straight to [OnlineJobs.ph](https://www.onlinejobs.ph) and post your job. OnlineJobs.ph is the largest database of Filipino workers. Most people get a lot of applicants. Start interviewing and hiring.
2. Watch my short overview of how I hire OFS: <https://youtu.be/QDmMZ5r4ya4>
3. My [OneVAAway.com Challenge](https://www.onevaaway.com) is me walking you through exactly how to hire a great OFS the first time. If you're worried at all about the hiring process, follow this. It's super easy and will save you time.

Last thing. I get emails almost every day from people saying "I just wish I had done this sooner." I've never yet had someone say "I wish I had waited another month." (or year).