

# Mrs. Whittaker-Woody

## V A Services

### What is a VA?

By the simplest definition, a **virtual office assistant** is an independent contract worker who provides administrative, creative or technical services.

### A List of 101 Virtual Assistant Services\*:

\*Currently we do not offer all these services but reserve the right to add services as time progresses and the company grows.

- 1. Filtering Emails / Managing Spam
- 2. Database Building / Updating Contacts or CRM
- 3. Answering Customer Service Emails / Tickets / Chat Support
- 4. Sending of Greetings eCards, Event Invitations, etc.
- 5. Calendar Management
- 6. Appointment Scheduling
- 7. Travel Arrangement and Planning
- 8. Reminder Services
- 9. Dropbox / Google Drive Organization
- 10. Data Entry in Word, or Google Docs
- 11. Creating / Managing Spreadsheets
- 12. Preparing Powerpoint / keynote Presentations
- 13. PDF Conversion, Splitting and Merging
- 14. Transcription of Video and Audio Files
- 15. Simple eBook Layout / Formatting
- 16. Preparing Online Meeting Minutes
- 17. Report Creation
- 18. Forms Creation
- 19. Document Template Creation
- 20. Online Research
- 21. Data Mining & Development / Lead Generation
- 22. Blog Publishing Management
- 23. Moderating Blog Comments
- 24. Adding Tags & Images to Blog Posts
- 25. Receptionist Duties
- 26. Voicemail Checking
- 27. Sending Client Invoices
- 28. Basic Bookkeeping (MYOB, XERO & Quickbooks)
- 29. Personal Errands (Purchasing Gifts Online, etc.)



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- 30. Project Management & Training Tasks
- 31. Project Management Between You and Team members
- 32. Preparation of Training Materials
- 33. Training of New Virtual Staff
- 34. Deadline / Deliverables Tracking
- 35. Social Media Management Tasks
- 36. Creating Facebook Fan Pages / Groups
- 37. Posting and Scheduling Facebook Insights
- 38. Promoting Facebook Pages
- 39. Collating and Interpreting Facebook Insights
- 40. Creating a Twitter Account
- 41. Managing and Increasing Your Twitter Following
- 42. Schedule Tweets and Track Mentions and Hashtags
- 43. Create and Manage LinkedIn Account / Profile
- 44. Create Pinnable Images on Pinterest
- 45. Scheduling and Tracking Pins
- 46. Create and Manage YouTube Account
- 47. Upload Videos on YouTube
- 48. Moderating YouTube Comments
- 49. Uploading Videos to other Video Sharing Sites / Social Media
- 50. Answer inquiries and Messages on All Channel & Profiles
- 51. Create Slideshare Presentations
- 52. Creating a New List in Email Marketing Software
- 53. Adding and Removing Subscribers from Lists
- 54. Creating and Scheduling Broadcast Emails to Promote Content
- 55. Editing Follow-up Emails and Auto-responders
- 56. Creating Email Newsletters
- 57. Editing / Proofreading Emails
- 58. Basic Editing of Audio Files
- 59. Removing Background Noise from Audio and Video
- 60. Adding Intro's and Outro's to Videos
- 61. Basic Photoshop / Image Editing (Not Graphic Design)
- 62. Powerpress (Podcasting WP Plugin) Installation
- 63. Podcast Setup on iTunes
- 64. Podcast Insertion on Blogpost
- 65. Content / Blog Post Creation
- 66. Guest Blogging / Ghost Blogging
- 67. SEO Writing
- 68. Press Release Writing
- 69. Newsletter Writing
- 70. Copywriting (Don't Suggest Sales Copy)



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- 71. Directory Submission
- 72. Article Spinning
- 73. Article Marketing
- 74. Site Analysis
- 75. Keyword Research for Blog Content
- 76. Competitor Analysis
- 77. Landing Page Set-up/Creation
- 78. Web Master Submission
- 79. Sitemap Submissions
- 80. On-page optimization for a post / page
- 81. Off-page optimization for a post / page
- 82. Social Bookmarking (Digg, Stumble Upon, Reddit, Digg, Delicious)
- 83. Creating a Social Bookmarking Tracking Sheet
- 84. Blog Commenting – Off Page Optimization
- 85. Forum Participation / Moderation
- 86. Creating Backlinks / Link Building
- 87. Weekly / Monthly Google Analytics & Traffic Reports
- 88. Monthly Keyword Ranking Reports
- 89. Designing Logos, Banners, Icons, eBook Covers and Headers
- 90. Designing Infographics Images (Content Provided)
- 91. Designing Websites, Creating Mock-Ups
- 92. Designing Landing / Sales / Opt-In Pages
- 93. Basic Video Editing (Splicing Intros & Outros with Raw Footage)
- 94. Support and Develop WordPress (PHP) Websites
- 95. Install WordPress PlugIns and Themes
- 96. WordPress Theme Customization
- 97. WordPress Functionality and PlugIn Enhancement
- 98. Site Maintenance / Security and Troubleshooting
- 99. CRM Integration & Social Media Integration
- 100. Payment Gateway Integration
- 101. Install and Support an Email Ticketing System (eg. ZenDesk)

