



Virtual Assistant Cost Estimator

YOUR GUIDE TO
HIRING A VIRTUAL ASSISTANT
THAT FITS YOUR BUDGET

We are
Working

Calculating Costs



Step 1

Determine what your virtual assistant will do and how long each task will take

Step 2

Identify what your assistant will need to complete each task

Step 3

Apply the math to calculate your costs and compare your options



Calculating Costs

Step 1

Determine what your virtual assistant will do and how long each task will take

PRO TIP

Don't skip this step. We talk to several people each week who have hired a VA and tried to "figure it out along the way" only to end up frustrated after spending hours paying the VA to do the wrong things the wrong way.

The first step is determining what your virtual assistant will actually do. We know it's tempting to skip this step - and we get it.

You're busy, you know that you'll have plenty of work for a VA to do, ***why list it all out now?***

Because it makes all the difference in your ability to actually get the busy work off of your plate and on to your assistant's. Without this step, we guarantee you'll pay your assistant too much in the first few weeks because they'll be working on the wrong things and doing them the wrong way.

Set yourself up for success: Spend the time now listing the tasks and how much time they should take a reasonable person to complete.



Calculating Costs

Step 1 Determine what your virtual assistant will do and how long each task will take

COMMON TASKS & TIMES

Prioritizing email inbox	15 minutes	Twice daily M-F
Confirming appointments on calendar	15 minutes	Daily M-F
Re/Scheduling appointments	15 minutes	Twice daily M-F
Organizing your personal calendar	30 minutes	Weekly
Answering the phone and taking messages	30 minutes	Daily M-F
Booking travel	30 minutes	Twice monthly
Confirming travel arrangements	30 minutes	Twice monthly



Calculating Costs

Step 1 Determine what your virtual assistant will do and how long each task will take

	A	B	C
1			
2	Virtual Assistant Cost Estimator		
3			
4	TASK	MINUTES	PER... (USE THE DROP-DOWN)
5	Prioritizing email inbox	15 minutes	Twice daily M-F
6	Confirming appointments on calendar	15 minutes	Daily M-F
7	Re/Scheduling appointments	15 minutes	Twice daily M-F
8	Organizing your personal calendar	30 minutes	Weekly
9	Answering the phone and taking messages	30 minutes	Daily M-F
10	Booking travel	30 minutes	Twice monthly
11	Confirming travel arrangements	30 minutes	Twice monthly
12			

USING THE SPREADSHEET

We're making this first step as easy as possible for you. Pop open the spreadsheet you downloaded with this guide.

Keep it open throughout the day - for a few days. Enter tasks as you find yourself doing them. Within a few days - you'll have a pretty robust list.



Calculating Costs

Step 2

Identify what your assistant will need to complete each task

PRO TIP

Document your decision making process. It may feel like others can't make the same decisions you do - but your assistant will need to make some decisions without you in order to take tasks off of your plate.

Your virtual assistant is going to need access to a variety of tools and accounts to do their job. Consider whether they'll need their own accounts or access to your accounts - it's probably a combination of both. Many tools - like Google Apps - recognize that many of their users have assistants and have built-in settings that allow you to assign limited access to your accounts to others.

Along with tools and accounts, your assistant will also need to know how you make decisions - like which emails are important and which can be deprioritized. Take some time to document how you go about making these decisions. At first, it may seem hard to teach someone how to make decisions like you do - but focus on one area, like your flight preferences. Write down your preferred airlines, where you like to sit, your cost preferences, whether or not layovers are acceptable and so on.



Calculating Costs

Step 2 Identify what your assistant will need to complete each task

WHAT YOUR ASSISTANT MIGHT NEED

Prioritizing email inbox	Access to my email, a list of people I consider "priority", examples of messages that are high priority
Scheduling meetings - Confirming appointments on calendar	Access to my calendar, list of standing meetings, list of meetings that regularly get moved
Organizing your personal calendar	Access to my son's baseball calendar, access to my daughter's school calendar, phone number for the dog's groomer
Answering the phone and taking messages	Ability to answer calls to my phone (may need VOIP service), format I like for messages, important details to track
Booking travel	Access to my airline and hotel loyalty accounts, my flight preferences, hotel preferences



Calculating Costs

Step 2 Identify what your assistant will need to complete each task

	A	B	C	D
1	We are Working			Don't edit beyond this point ----->
2	Virtual Assistant Cost Estimator			
3				
4	TASK	MINUTES	PER... (USE THE DROP-DOWN)	MY ASSISTANT WILL NEED
5	Prioritizing email inbox	15 minutes	Twice daily M-F	Access to my email, a list of people I consider "priority", examples of messages that are high priority

USING THE SPREADSHEET

Use the extra column in the spreadsheet to make notes about what your assistant will need to complete the tasks. When your assistant is ready to start, you'll know exactly what to send to them, allowing them to hit the ground running.



Calculating Costs

Step 3

Do the math to calculate your costs and compare your options

PRO TIP

Add a buffer of 20% to your monthly time estimate. This translates to just 12 minutes per hour - but will give you some room in the first few months as you and your assistant learn how to work together.

Multiply the minutes you've estimated by the number of times a month a person will complete the activity. Add up the minutes and divide by 60 to get the total number of hours your assistant will work each month.

If you're using the spreadsheet - we did the math for you:

	A	B	C	D	E	F
1	We are Working	With WeAreWorking			With US-Based Virtual Assistant	
2		Estimated Costs	Your Estimated Time Commitment		Estimated Costs	Your Estimated Time Commitment
3						
4	Monthly Virtual Assistant Hours (from the first sheet)	20.5			20.5	
5	Buffer	24.60			24.60	
6	Hourly Rate	\$7.00			\$12.00	
7		\$172.20			\$295.20	
8						



The Hidden Costs of Hiring a Virtual Assistant



Hidden Costs

Reviewing Applicants

Choosing the right assistant the first time is important. Plan on spending 4-5 hours reviewing applicants and communicating with them. Before hiring anyone, be sure you're getting a full picture of their skills. **PRO TIP:** Consider sending them a sample message and ask how they'd respond, or ask them to complete a task like filling in a form with your contact details - are they able to find your details from your website without asking you to provide them?

When
We are
Working
as your partner

We present you with the best applicants for your job. When We Are Working as your partner, we'll pull several experienced assistants from our talent pool and put them through a series of tests to find the right candidates for you. We'll narrow down the selection to 2-3 qualified individuals and let you choose which one will become your assistant. It'll probably take you less than an hour to make your selection.



Hidden Costs

Creating Processes

Your VA is going to need clear direction on where to go, what tasks to complete, how to track their activities, and report back to you. If you're hiring a VA on your own, or even using a placement agency - creating these processes will take you a 4-5 hours at the beginning and likely an hour or two each month for the first few months as you learn where the VA needs more direction.

When
We are
Working
as your partner

We are obsessed with processes. When We Are Working as your partner, we only need about an hour of your time to go over the work you want your virtual assistant to do, and then review the detailed SOPs (standard operating procedures) that we create for you. Like we do with most of our clients, we'll probably find redundancies and opportunities to streamline your SOPs, reducing the time your virtual assistant needs to work each month - which reduces your costs.



Hidden Costs

Onboarding Your VA

Just like any other hire, your new VA will need to be onboarded. This includes all of the paperwork and HR filings, get them access to all of the tools and systems they need, provide them with equipment and set the expectations for working hours and communications. Plan on spending 8 - 10 hours on these HR tasks.

When
We are
Working
as your partner

We will get your VA up and running. When We Are Working as your partner, we handle all of the HR paperwork and setup work for your VA. We'll need your help for about an hour or two to get all of the systems setup and tested (for example - access to your calendar), and then we'll take it from there.



Hidden Costs

PRO TIP: Check with your tax professional before making your hire.

1099?

Based on how much direction assistants need, and your requests for them to work specific hours - it's unlikely that your VA will qualify to be classified as a 1099 contractor. You'll probably need to hire them as a regular employee.

Which State?

If the VA is in a different state than where your business is incorporated and you're a recognized employer, you may need to file as an employer in that state

When
**We are
Working**
as your partner

We employ the VA. When We Are Working as your partner, your assistant is technically employed by us. So, you don't have to worry about how to classify them or where to file as an employer. We take care of all of that for you.



Hidden Costs

Training Your VA

Like any new employee, your new VA will need to be trained. Plan on spending 8 - 10 hours with them in the first week to show them the ropes and get them up to speed. Use the processes you outlined to ensure you've covered everything and that your VA fully understands what's expected of them.

When
We are Working
as your partner

We will train your VA. When We Are Working as your partner, we will train your VA. We're review the processes with them and ensure that they understand what's expected. We'll test their comprehension by monitoring their adherence to the processes and thoroughness of their updates. We'll engage you in the process for about an hour during the first week be sure that everything is working the way you had expected.



Hidden Costs

Answering Your VAs ?s

You can guarantee that your virtual assistant is going to have a lot of questions as they get started. Some of them will be valid and will need your attention, but just as many, if not more, could be answered if the VA did a little digging or critical thinking of their own (for example - checking your website for your postal address before asking you what your address is). Plan on providing support to your VA as they get ramped up.

When
We are
Working
as your partner

We are the first stop for your VA's questions. When We Are Working as your partner, your VA will come to us first with their questions. Our critically thinking managers will answer what they can, ensuring that you're only asked when the question really does require your attention.



Hidden Costs

Monitoring Your VA

While results are important and you'll easily be able to tell whether or not your VA is helping you get work done, you will likely be paying by the hour. So, it's important to see that you're getting the hours of work you're paying for. We suggest using a time-tracking system that allows your VA to clock in and out and takes screenshots while they work. We can recommend options for you.

When
We are
Working
as your partner

We will monitor your VA's activity and performance. When We Are Working as your partner, we'll track your VA's activity, capturing screenshots as they work and auditing their adherence to the SOPs we've created. Each month, you'll get your invoice that will include only those hours that your VA has actually worked for you.



Hidden Costs

Backfilling Your VA

Consider how you'll backfill your VA when they are sick or need a vacation. Will you simply assume the duties while they are out?

What if they decide the job isn't right for them - or you decide they aren't a good fit. Will you start at the beginning to choose, onboard, train, and support a new assistant?

When
**We are
Working**
as your partner

We will backfill your VA. When We Are Working as your partner, we can backfill your VA. For planned vacations or staff changes, we can be ready to make seamless transitions to other staff members. For emergencies and last minute decisions, we can replace the talent within a few days, causing minimal disruption to you and your business.



Hidden Costs

PRO TIP: Your time is valuable, don't forget to add up the hidden costs in these hours

	A	B	C	D	E	F
1	We are Working	With WeAreWorking			With US-Based Virtual Assistant	
2		Estimated Costs	Your Estimated Time Commitment		Estimated Costs	Your Estimated Time Commitment
11	Reviewing Applications		1 hour			4 hours
12	Creating Processes		1 hour			4 hours
13	Onboarding Your VA		1 hour			2 hours
14	Training Your VA		1-2 hours			10 hours
15	Answering Your VA's Questions		1 hour			4 hours
16	Backfilling Your VA		1 hour			?

USING THE SPREADSHEET

We've summarized the hidden costs of hiring a virtual assistant in the spreadsheet. Use this as a reminder of the projects you'll need to complete in order to bring your new VA on board.

We're ready to listen, learn, and help.

You've got big goals and unique challenges. We might have the right combination of service, talent, and price to get you past those challenges and on to reaching those goals. Ready to find out? Let's Chat

[SCHEDULE A CALL](#)

We are
Working

