

Questions to Ask When Hiring a Virtual Assistant

Here are some questions to ask when interviewing virtual assistant candidates.

1. Confirm that they understand the pay rate and the hours they'll work

When hiring a virtual assistant, you're likely hiring someone who isn't in the same time zone as you. Therefore, if you need your virtual assistant to work the same hours as you, then that might end up being a "graveyard" shift for them. Making sure you're both clear about the time of day, and the amount of hours they'll work per day, is very important.

You'll also want to confirm the pay rate just so no one is surprised when the 15th of the month rolls around! Also, the means of how they will be paid... (*Pay Pal, credit card and frequency of payment, once or twice a month*)

2. Tell them about you and your business!

They may already know some information about you and your business from the job description, but introduce yourself and really let them get to know you and what you're up to in your business.

- *How long have you been doing what you're doing?*
- *Why are you doing what you're doing?*
- *Why are you looking for a virtual assistant?*

3. What are their other commitments?

Do you need a virtual assistant part-time or full-time? Do they have contracts with other companies.

The reason for this? FOCUS.

You want your virtual assistants to feel part of your team.

4. How long were they at their previous job for, and why did they leave?

This is a pretty commonly asked question across the board because the answer could mean the difference between the right virtual assistant and the wrong one.

5. What are their hobbies? Do they have a family?

Getting to know your virtual assistant on a personal level is important, and knowing more about their personality not only shows them you care, it could also be something that translates well into the work space.

6. How do they handle difficult situations, like when they might have questions or not know how to complete a task?

You're not a micro-manager, and don't ever plan to be one. The point of hiring a virtual assistant is so they can handle a set amount of tasks so you don't have to. You want to know that whoever your hiring has the drive and the personality to look for answers if they don't have the answers themselves, or to research things when they have questions.

But there is a big difference between someone who gives up right when they hit a rock block, and someone who actively looks for solutions.

7. Why do they want this job?

Plain and simple – yet effective and very revealing :) This is one of the questions where you will feel like you're either connecting with the candidate, or not. If someone cannot express why they want the job that your offering, then that means they're probably not the right fit.

8. What is their experience with the systems you are using.

- Contact and Email Management – Mailchimp, IContact, Constant Contact
- Social Media Scheduling System - Hootsuite, Buffer
- Website Management – Wordpress
- Calendar Management – Gmail, ICal, Calendly

9. Get clear and make a list on exactly what you want them to handle for you.

- Curate contact/image to create social media post
- Creating blog posts

- Monthly newsletter
- Sending and replying to emails on your behalf
- Calendar Management

Knowing they're the right fit

Once you complete the interview process, sometimes you'll just know.

If you've ask the right questions, then by the end of your chat you **will** know whether or not you and your candidate are the right fit for one another.

This part is important. Hiring a virtual assistant is no different than hiring an employee to be a part of your team. It's not a one-way street where you make sure they can give you what you need and that's it. You also need to be sure that you're the right fit for them.

Not sure how to do that? Ask them! And then, ask them again.

Also, you can usually tell by the way they communicate with you during the interview. Did they seem comfortable talking with you? (Take into consideration whether or not the customs and culture are different where they are.)

Knowing what you know about yourself and your "faults", do you think this person will be able to put up with you? (Serious question)

How did they respond when you told them about you and your business? Interested? Bored? Are they familiar with your industry?

Once you hire your virtual assistant, the fun really begins :) Getting them on board, deciding which tasks you're going to delegate, and going through the training process also takes a lot of time, but well worth it.