

VIRTUAL STAFF:

Entrepreneur Program Session 8



Ron Cirujano

Country Manager, Philippines

Elance, Inc.



Diverse work opportunities

▼ Web & Programming (6,765)

- Web Programming (1,752)
- Website Design (1,626)
- Mobile Applications (869)
- Other Web & Progr... (692)
- Software Application (522)
- Search Engine Opt... (351)
- Database Development (2
- Blog Programming (204)
- Flash & Flex Anim... (110)
- System Administra... (95)
- Technical Support (81)
- User Experience D... (76)
- Project Management (52)
- Testing & QA (37)

▼ Design & Multimedia (2,318)

- Graphic Design (557)
- Logos (328)
- Other - Design (223)
- Videos (166)
- Illustration (148)
- Animation (142)
- Other - Multimedi... (128)
- Page & Book Design (91)
- Brochures (83)
- Voice Talent (56)
- Corporate Identit... (55)
- Presentations (55)
- Emails & Newsletters (5
- Digital Image Edi... (51)
- Cartoons & Comics (50)
- Banner Ads (46)
- Label & Package D... (45)
- Photography (28)
- Stationery Design (14)

▼ Writing & Translation (1,78

- Article Writing (500)
- Web Content (224)
- E-books and Blogs (146)
- Translation (136)
- Other - Writing S... (121)
- Copywriting (110)
- Ghost Writing (86)
- Editing & Proofre... (83)
- Academic Writing (75)
- Creative Writing (70)
- Sales Writing (60)
- Resumes & Cover L... (
- Technical Writing (36)
- Press Releases (28)
- Report Writing (23)
- Newsletters (15)
- User Guides & Man... (13)
- Children's Writing (10)
- Speeches (6)

▼ Sales & Marketing (1,346)

- Other - Sales & M... (239)
- Search Engine Mar... (18
- Lead Generation (179)
- Telemarketing (138)
- Marketing Strategy (96)
- Marketing & Sales... (94)
- Ad Campaigns (87)
- Email Marketing (77)
- Viral Marketing (70)
- Research & Surveys (57)
- Public Relations ... (49)
- Sales Presentations (37)
- Business Plans (32)
- Training (10)

▼ Admin Support (833)

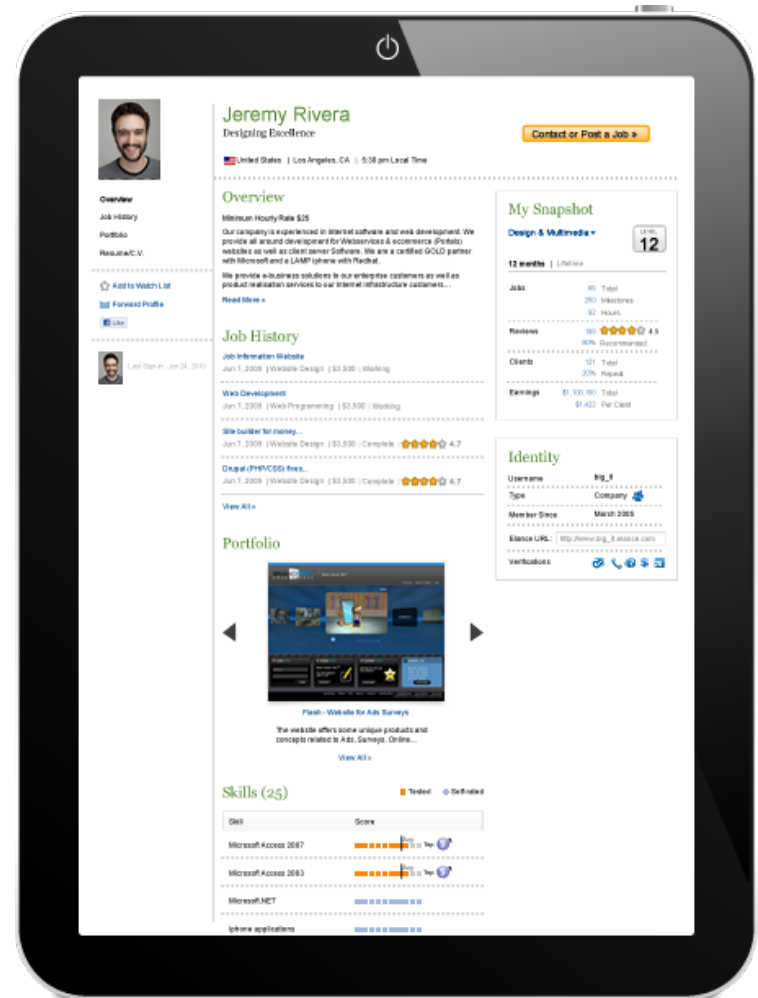
- Virtual Assistant (224)
- Research (147)
- Data Entry (146)
- Other - Administr... (87)
- Customer Service (59)
- Transcription (44)
- Mailing List Deve... (40)
- Office Management (22)
- Bulk Mailing (20)
- Word Processing (18)
- Presentation Form... (10)
- Fact Checking (8)
- Event Planning (6)

THE VIRTUAL STAFF

8/hr

THE KEY IS GREAT PROFILE

- Enter your Basic Profile Information – **get 10 connects**
- Complete 80% of your profile – **get 10 connects**
- Verify your phone number (it's free) – **get 10 connects**
- Pass 2 or more Skill Tests (they're free too) – **get 10 connects**



COMPLETING YOUR PROFILE

The screenshot shows the Elance user interface. At the top left is the Elance logo. On the right, there is a user profile icon for 'roncirujano', an 'Inbox (7)' notification, and a 'Help' link. Below the logo is a navigation bar with tabs: 'MY ELANCE' (highlighted with a green background), 'HIRE', 'FIND WORK', 'MANAGE', and 'RESOURCES'. To the right of these tabs is a search bar with a 'Jobs' dropdown, a 'Go' button, and a green 'Post Your Job' button. Below the navigation bar, there are links for 'My Jobs', 'My Freelancers', and 'Opportunities BETA'. At the bottom of the screenshot, there is a filter bar with a checkbox, 'Job Status: All', 'I'm the Client or Freelancer', a search input field, and several icons for search, home, folder, notification, and settings.

When you log in, you will be taken to this landing page.

A box on the right side of your screen shows you how to improve your profile.

The screenshot shows a 'Your Profile Completeness' widget. It features a green progress bar that is 80% full, with the number '80%' displayed to the right. Below the progress bar, there is a text prompt: 'Complete your profile so that clients can find and hire you. More Info'. Underneath, there are two blue arrows pointing to the right, each followed by a text item and a percentage: 'Add portfolio +10%' and 'Add credentials +10%'. Below these items, there is a text prompt: 'Fine-tune your profile to get hired quickly.' Underneath, there is a blue arrow pointing to the right followed by the text 'How to Improve ^'. Below this, there are three blue arrows pointing to the right, each followed by a text item: 'Take Skills Tests', 'Join Groups', and 'View profile tips'. A close button (an 'X' in a circle) is located in the top right corner of the widget.

SKILLS TEST

Elance Skill Tests

Set yourself apart from the competition with your expertise. Skill tests are free to take, and you choose which ones to display

All IT & Programming Design & Multimedia Writing & Trans. Sales & Mktg. **Admin** Eng. & Mfg. Fin. & Mgt.

Administrative Assistant **NEW**

Call Center Skills Test

Computer Aptitude Test

Computer Skills Test

Computer Technician Test

Customer Service Test

Email Etiquette **NEW**

Email Handling **NEW**

Event Planning **NEW**

Help Desk Certification

Medical Billing **NEW**

Microsoft Outlook 2007 Test

Microsoft Outlook 2010 Test

Office Administration **NEW**

Office Skills Test

Telephone Etiquette Certification

Time Management Test

Transcription **NEW**

Travel Planning **NEW**

U.S. Culture and Etiquette Test

CUSTOMER SUPPORT HELPDESK



Elance®



ACTUAL PROJECT SAMPLES

Customer Service Advisor Add to Watch List

Hourly Rate: \$20 - \$30 / hr | **Duration:** 7-9 months | **Posted:** Jan 07, 2014 | **Ends:** 7d, 23h | **45 Proposals**

Take incoming calls to help customers with accounts. Able to handle heavy call volumes in a timely manner.

Category: Customer Service **Skills:** Admin Assistant, Accounts Payable, Accounts Receivable

 | L****k29 |  United States

Virtual Assistance - Email & Contact Management

Hourly Rate: Not Sure | **Duration:** Not Sure | **Posted:** 5h, 29m ago | **Ends:** 14d, 18h | **21 Proposals**

B2B Business email writing and followup Spreadsheet and/or Contact Management System entry for Language Translation Service Provider
Job Description: I'm looking for a Virtual Assistant to help me manage o... ▾

Category: Virtual Assistant **Skills:** Admin Assistant, Customer Service, Email Handling, Microsoft Excel



 | M****IPA |  United States

Part Time Virtual Assistant/Client Care Manager

Hourly Rate: \$15 - \$20 / hr | **Duration:** 7-9 months | **Posted:** Jan 12, 2014 | **Ends:** 13d, 19h | **34 Proposals**

Seeking an outgoing, honest, hardworking, attention to detailed Virtual Assistant/Client Care Manager to provide management support by executing systems, procedures, and handling administrative responsibilit... ▾

Category: Virtual Assistant **Skills:** Admin Assistant, Data Entry, Research

 | c****ndy |  United States

ACTUAL PROJECT SAMPLES

Do you have Customer Service, Sales or Technical Support skills?

Featured Job

Hourly Rate: \$10 - \$15 / hr | **Duration:** 7-9 months | **Posted:** Jan 08, 2014 | **Ends:** 84d, 18h | **52 Proposals**

If you are interested in the flexibility of working from home and setting your own schedule, but not interested in the responsibilities that come with running your own business, you can choose to become a Cl... ▼

Category: Customer Service | **Skills:** Customer Service, Telephone Handling, Technical Support

Preferred Location: United States

💰 ● ● ● ● | c****411 | 🇺🇸 United States

Customer Service Agent in Home Office

Hourly Rate: \$10 - \$15 / hr | **Duration:** Not Sure | **Posted:** Jan 07, 2014 | **Ends:** 8d, 10h | **41 Proposals**

We are an online based company, providing THE #1 nutritional supplement out there. Unlike other companies these days, our true and sincere goal is one hundred percent as we say in our company's mission state... ▼

Category: Customer Service | **Skills:** Customer Service, Telephone Handling, Computer Skills, Email

Preferred Location: United States

💰 ● ● ● ● | Y****eAG | 🇺🇸 United States

Technical Support Representative

Featured Job

Hourly Rate: \$15 - \$20 / hr | **Duration:** Not Sure | **Posted:** Jan 07, 2014 | **Ends:** 17h, 29m | **10 Proposals**

We are looking for a superstar that can provide technical support to our community of end users. We want to strive for customer happiness and not just satisfaction. The prime person is prompt, professional... ▼

Category: Customer Service | **Skills:** Customer Service, Helpdesk, ASP.NET, Technical Support

Preferred Location: United States

💰 ● ● ● ● | n****n75 | 🇺🇸 United States

UNDERSTANDING THE PROJECT

Norwegian E-mail Customer Service for E-Commerce, 4 Hours a Day, Long Term

Fixed Price: \$5,000 - \$10,000 | Posted: Nov 22, 2013 | Ends: 37d, 4h | 17 Proposals

IMPORTANT: note that if you are not a Norwegian native or fluent speaker, your proposal will be reported to Elance as spam. **JOB INTRODUCTION** We are looking for Customer Service Representatives for our Nor... ▾

Category: Customer Service Skills: Customer Service, Norwegian

\$\$\$ | L****ltd | 🇨🇳 China



Always read the details

UNDERSTANDING THE PROJECT

Virtual Assistance - Email & Contact Management

Hourly Rate: Not Sure | Duration: Not Sure | Posted: 5h, 29m ago | Ends: 14d, 18h | 21 Proposals

B2B Business email writing and followup Spreadsheet and/or Contact Management System entry for Language Translation Service Provider Job Description: I'm looking for a Virtual Assistant to help me manage o... ▾

Category: Virtual Assistant Skills: Admin Assistant, Customer Service, Email Handling, Microsoft Excel

💰 ●●●● | M****IPA | 🇺🇸 United States



Always read the details

UNDERSTANDING THE PROJECT


Answer Tech support emails 7-14 hours per week


Hourly Rate: Less than \$10 / hr | Duration: Not Sure | Posted: Jan 10, 2014 | Ends: 10d, 20h | 56 Proposals

Please take a quick look at our website: www.PandorasHope.com. Essentially, we get quite a few emails of questions that can be answered relatively easy. I'm looking for someone who would be able to answer ... ▾

Category: Technical Support

\$ ●●●● | e****nce |  United States



Client Info | Snowflake, Arizona, United States 

\$ ●●●●

Please take a quick look at our website: www.PandorasHope.com.

Essentially, we get quite a few emails of questions that can be answered relatively easy. I'm looking for someone who would be able to answer these emails. The emails I'm talking about include:

1. Password reset
2. Pre-sales questions (about features, price, etc).
3. Basic configuration questions (things that can generally be answered by the manual, or support information at <http://support.pandorashope.com>).
4. Business Inquiries (some of which we just delete, others we respond to).

So, basically your responsibilities are:

1. Check the emails according to your work schedule.
2. Identify which unanswered emails are in the list above (and you have the information to answer).
3. Send a slightly customized canned response to the emails.

Ideally, these emails will get answered very quickly and professionally. In my opinion, the best person for this job would have other jobs that would keep them at a computer for a number of hours every day but would be able to take a break from them to answer emails as they come in.

UNDERSTANDING THE PROJECT



ALWAYS ASK
QUESTIONS

MODE OF COMMUNICATION

EMAIL

CHAT

PHONE (via Skype or US number)

PROJECT SPECIFIC

TIME ZONE

REPOSE GUIDE

ELEVATION OF CONCERNS

PROPER PHONE ETIQUETTE (per
Country)

PIECE OF ADVICE

DON'T TAKE
THINGS
PERSONALLY



Elance®

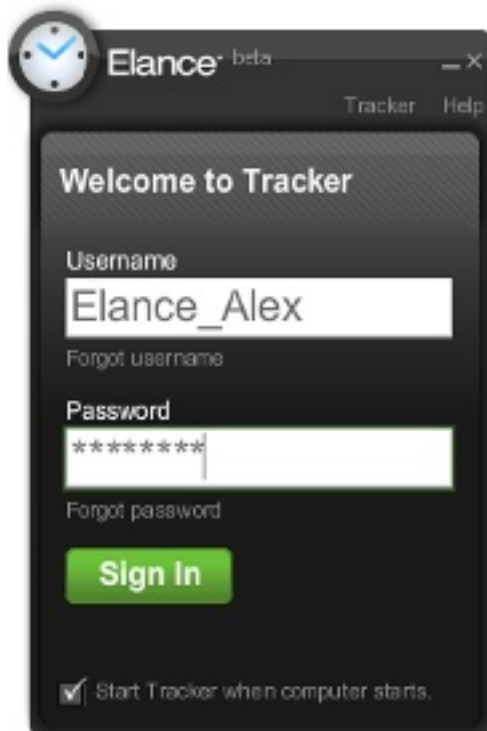
PIECE OF ADVISE

Sound Proof
Your Room



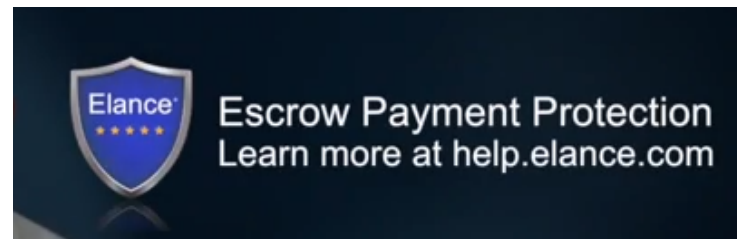
PAYMENT PROTECTION

Hourly Jobs



The screenshot shows the Elance Tracker login window. At the top, it says "Elance beta" and "Tracker Help". Below that is "Welcome to Tracker". There are two input fields: "Username" with the text "Elance_Alex" and "Password" with "*****". There are links for "Forgot username" and "Forgot password". A green "Sign In" button is at the bottom. A checkbox at the bottom left is checked and labeled "Start Tracker when computer starts."

Fixed Rate Jobs



Contract Amount	Fund Escrow	Release Escrow
\$1,496.25	✓	✓
\$165.00	✓	Request Release
\$1,496.25	✓	Request Release

PAYMENT MILESTONE

Set up your payment

Milestone	Payments	Notes	Delivery Date	Amount	Actions
1. Outline			Apr 01, 2013	\$50.00	Edit Delete
2. First Draft			Apr 15, 2013	\$50.00	Edit Delete
3. Final Draft			May 01, 2013	\$50.00	Edit Delete

[+ Create a New Milestone](#) **Total: \$150.00**

Payment can be scheduled, funded and released upon your agreement

Milestone	Delivery Date	Contract Amount	Funded
<input checked="" type="radio"/> 1. Outline	01-APR-13	\$50.00	\$0.00
<input type="radio"/> 2. First Draft	15-APR-13	\$50.00	\$0.00
<input type="radio"/> 3. Final Draft	01-MAY-13	\$50.00	\$0.00

Funding Method
Elance Account [\$50.00]

Elance[®]
work differently[™]