Services

Administrative

Project Management

Product launches (generally for digital products, such as courses and ebooks);
Researching industry best-practices;
Recruiting team members and contractors;
Supervising and coordinating other team members;
Setting up systems and timelines;
Doing a business audit.

Email Management
Setting up a system for labeling, replying, or filing incoming emails;
Setting up automatic filters;
Forwarding messages to other team members;
Drafting replies to frequently asked questions.

Customer Service Support
Reply to common customer service questions;
Troubleshoot customer problems;
Handle customer complaints;

Issue refunds;
Proactively reach out to customers to check for satisfaction with your client's product;
Report back to your client about the common complaints with the product;
Spot patterns in customer dissatisfaction and report them back to the product team.

Travel Assistant
Research the best options for airfare and additional expenses such as baggage;
Research the best options for car rental and hotel accommodation;
Compile travel schedules for specific itineraries, as requested for budgeting purposes;
Research visa requirements ;
Contact airlines and hotels to make reservations and negotiate fares;
Arrange for airport pick-up and drop-off;
Arrange contingency plans in case of changes or cancellations;
Have tickets reissued or obtain reimbursement in case of cancellations;
Purchase travel insurance;
Find locations to host your client's meetings at the place of destination;
Research local attractions and book guided tours.

Scheduling and Calendar Management
Setting up scheduling platforms (such as Calendly, Need to Meet, Boomerang, iCal, Google calendar);
Scheduling appointments and meetings;
Sending reminders to contacts;
Sending reminders to your clients;
Rescheduling missed appointments;
Scheduling recurring and one-time events;
Confirming availability.

Social Media Management
Branded account set up – if they want all their social profiles to look the same and send the same message to potential customers;
Scheduling updates;
Original content creation (e.g. images, updates, polls, etc.);
Setting up scheduling tools (Buffer and Hootsuite are the most popular ones);
Interacting with followers (retweeting, liking, replying to comments, etc);
Setting up social media profiles
Setting up social media scheduling tools
Social media interactions
Managing Pinterest
*Setting up and optimizing your client's Pinterest profile;
Creating pins that match your client's brand identity;
Scheduling pins using platforms such as Tailwind ;
Analyzing the performance of current pins and devising a strategy to increase results;

Website & Graphic Design
Designing social media elements
Sourcing stock photos
Setting up an Online E-comm Store

Registering domain names and setting up the website;
Uploading product images;
Uploading product specifications;
Writing product descriptions;
Setting up payment options;
Setting up inventory management platforms;
Setting up fulfillment systems;
Setting up gift certificates and coupons;
Setting up refund policies;