



OPEN OFFICE FREELANCING  
**HIRING**  
**PROCESS**

# Strategy Map



During your Discovery Call, we'll take the time to understand all of your specific VA needs, goals, and preferences. Based on this conversation, we'll create a personalized Strategy Map that aligns with your business objectives and ensures you get the most out of your Virtual Assistant. This tailored approach helps set you up for long-term success.

After your Discovery Call, we will create a personalized Strategy Map that outlines all your VA preferences, including:

- Roles and responsibilities
- Required skills and experience
- Online hours and availability
- Technical requirements
- Any additional preferences (e.g., personality traits)

Within 2-4 days of your call, we'll walk you through the Strategy Map, present our VA recommendations, and explain how our proprietary 4-Step GROW model will ensure your VA's success.

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# Talent Pool

Using the Strategy Map as a guide, our Chief Human Resources Officer (CHRO) will carefully source and select the most qualified candidates from our extensive talent pool.

The CHRO will then conduct in-depth pre-screening interviews to assess each candidate's skills, experience, and alignment with your specific business needs.

This thorough process ensures that only the best candidates move forward, giving you the confidence that your new Virtual Assistant will be a perfect fit for your team.

- **Our talent pool:** We have an existing database of trusted candidates that have been through our extensive screening process.
- **VA connections:** If our talent pool has been exhausted, we will use our existing connections such as referrals and Social Media Groups to find a suitable candidate to proceed to our screening process.

We then conduct a 1:1 pre-screening interview with the shortlisted candidates to cover skill proficiencies, technology, work history and availability.



# Panel Interview

Once the candidates successfully pass the pre-screening, we conduct a Panel Interview with a team of key interviewers, including:

**A****CHRO****B****Business  
Manager****C****CEO**

## 04 Panel Interview Criteria

**Candidate will  
be screened by  
the panel on  
the following  
criteria:**



Experience in the specific responsibilities of the role and a clear understanding of how it affects the client's daily business operations.



Experience working remotely as a VA, with strong online communication skills.



Understanding of our company culture (impressions, thoughts, and insights) to assess whether the applicant will be an engaged, active member of our Angel Family or a more passive participant.



Motivation for working remotely and their interest in being part of our company.



Home office setup, focusing on internet specifications and a backup plan to ensure reliable connectivity.



Evaluation of the home environment, family dynamics, and other personal factors that may influence the work routine and decisions related to the role.



Assessment of accountability in the workplace through situational questions to gauge how the candidate handles responsibility and challenges.



Evaluation of problem-solving abilities to understand how the candidate approaches and resolves challenges effectively.



Reviewing previous work achievements and how those experiences have contributed to their personal and professional growth.



Addressing any other relevant matters that should be disclosed to the team, such as pregnancy, salary expectations, or other personal considerations. Providing feedback to the applicant based on the interview.

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# Applicant Assessment

As part of the applicant assessment process, candidates will be required to take an English proficiency exam to assess their communication skills and understanding of the language. Additionally, they will undergo skills exams tailored to the specific role to evaluate their technical abilities and expertise. These assessments help ensure that the applicant is well-suited for the position and capable of performing the required tasks effectively.

## English Proficiency

40%

## Skills Assessment

60%

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## Client Endorsement

Within 1-2 weeks, you'll receive a shortlist of CVs that are the best fit for the role, allowing you to choose candidates for interviews.

Our Project Manager will coordinate the video meeting and join the call to ensure all key questions are addressed and expectations are clearly set on both sides.

The interview typically lasts around 30 minutes, and we will provide a list of suggested interview questions to help guide the process.

# Orientation

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- **During orientation, we'll go over the VA Work Agreement with your VA to discuss key topics such as:**

- Progress expectations
- Terms and conditions
- Timeline expectations

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- **Additionally, the VA will agree to our Company Oath, which serves as a guiding principle for delivering exceptional work to clients.**

Other points covered in the orientation include:

- Compensation, bonuses, and pay raise opportunities
- Participation in upskilling sessions
- Hosting skills upgrade sessions
- Involvement in company culture through games and online activities
- Charity and volunteering opportunities