

## About

Our Administration service is a bespoke professional service designed to provide assistance to small businesses with a variety of different tasks.

Typically, small business owners spend an average of 16 hours per week on tasks that could be delegated to a Virtual Assistant, allowing them time to focus their energies on revenue generating tasks, or business growth.

Our team are highly trained Australian Virtual Assistants, each with a minimum of 10 years' experience in administration. We work remotely to support your business and save you the expense of hiring a permanent employee.

Examples of the types of work we can do for you include:

- **Email management:** check emails, respond to customer enquiries, and manage spam.
- **Calendar management:** establish, update, and manage important events. Schedule and confirm meetings and other appointments.
- **Document management:** create and edit documents, reports, presentations, spreadsheets. Create and manage filing systems.
- **Financial services:** pay bills, create and send client invoices, contact clients regarding overdue payments.
- **Sales support:** follow up enquiries, leads and referrals. Update CRM data.
- **Customer service:** handle customer complaints, check on customer satisfaction, ask customers for reviews, create forms or surveys for customer feedback.
- **Recruitment support:** place ads on career websites, review resumes, and contact the right candidates. Interview job applicants and speak with references. Prepare employment contracts and onboarding documentation.
- **Travel planning:** search for hotels, book airfares, and map out business trip itineraries.
- **Project management:** manage projects, stay in touch with subcontractors, email reports, use online calendars, and call team leaders to inform them of deadlines.
- **Research:** market research, competitor research etc.
- **General office support:** purchasing, arranging locations for office parties, hiring a cleaning service, sending gifts cards and thank you notes to customers or staff.

## Fees

We have two main options for our clients:

### Casual Hours

Invoiced in arrears at the end of each week, we charge based on the time taken to complete the work required.

### Prepaid Hours

Invoiced up-front. The actual time taken to complete the work required will be deducted from your pre-paid hours.

You have 60 days to use the prepaid hours from invoice date, which do not roll-over and are non-refundable.

If additional hours are required, simply purchase another block of hours.

These hours can also be used for other services offered by us such as Virtual Reception and Social Media.

### Taxes

All prices quoted exclude GST.

### Minimum Term

There are no minimum terms or lock-in contracts.

### Reporting

Weekly reports will be provided so that you are aware of the work being conducted on your behalf.

If you have Prepaid hours, you will be given notice of when you need to 'top up' so we can continue providing services to you.

Options	Fee	Savings*
Casual	\$75 per hour	-
Prepay 5 hours	\$375	-
Prepay 10 hours	\$650	\$100
Prepay 20 hours	\$1,250	\$250
Prepay 30 hours	\$1,800	\$450
Prepay 40 hours	\$2,400	\$600

Custom packages are available on request.  
 \*Savings based on Casual rate.

## Contact Us

For more information or a discussion about your business, your goals and how we can best support you, please contact:

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