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How It Works

The Partnership Model unlike transactional, project-based secretarial services, Virtual Assistance is about "systemic" support that is performed in ongoing, collaborative relationship with clients. So rather than performing a single task or project on a one-time or occasional basis, we are in business to provide across-the-board administrative relief to our clients. We look at the whole picture of the business, and together with our clients, determine where to focus our administrative support and effect smoother administrative operations.

So when you hire a us, you aren't hiring us for tasks per se. Yes, you will be delegating administrative work to our team - work that has been taking up too much of your time and energy; work that doesn't generate revenue and isn't a smart use of your time as the business owner; and work that we can do much more quickly, expertly and efficiently than you have time to do.

But what you are really getting when you hire our team is relief. It's peace of mind and a sense of comfort knowing that you aren't alone and don't have to do everything yourself; that you can escape from a place of overwhelm to being more creative, focused and productive. Even just a little help can have miraculous effect on your business growth and outlook.

This partnership model allows our team to operate to the highest standards of excellence and efficiency, and provides the platform required to do our best work, collaborate with you most effectively, and deliver the highest value to you. Expert Support

Our Virtual Assistant's team consists of masterfully skilled administrative experts. Our expertise is based on nearly 25 years top-level administrative support experience and training. We primarily take care of anything administrative in your business that can be delegated, and we have extraordinary capabilities when it comes to analyzing and organizing processes.

Because the support we provide is unique to each client and his or her particular situation, it would be impossible to come up with a comprehensive list of the services we can offer you. However, generally speaking, some of these services can take the form of:

- Word processing
- Transcription
- Drafting correspondence
- Proofreading and editing
- Data entry
- Database management
- Internet research
- Electronic records and computer file management
- Appointment scheduling and calendar management
- Marketing Support Client relationship management
- Medical Billing / Insurance Filing and Follow Up

The best thing to remember is that you are working in ongoing collaborative partnership with our team. The evolution of our relationship is that we get to know you, your business and the work very well, and our efficiency in working together eventually becomes a cohesive, finely-tuned system. As our relationship progresses, we will constantly work together to identify areas in which we may assist you.

How We Work Virtually

It's not unusual to wonder how on earth you can work closely and personally with someone who isn't sitting right outside your office. The great news is that there is a mind-boggling amount of technology that has been supporting this way of working for years. Remote access, shared desktops, Intranets, and online collaborative "virtual office" software are just a few ways we can use technology to work together.

Of course, much work doesn't even require that level of complexity or interaction, and simply emailing to each other is all that is needed.

Who We Work With

The clients we work with are solo professionals, usually business or marketing consultants, who want a "right-hand" in their business, but don't have the time, space, budget or enough of a workload to warrant hiring in-house support. They need ongoing administrative support, and want the ease, continuity and benefits that can only be achieved in an ongoing relationship with their administrative professional. Our plans are structured around this level of need.

Collaborative Excellence Plans

We work with only a handful of select clients who pay one simple fee each month for a prepaid package of support. There are three plans to choose from—either 10, 15 or 20 hours per month. We call them our Collaborative Excellence Plans.

The minimum number of hours starts at 10 per month. This is where we begin most of our clients. Anything less does not provide the platform we need in order to get to know your business to a meaningful degree, and work with you to develop the efficiencies and systems that your business will grow and profit from.

This is how we prefer to work with our clients, and how we deliver the greatest value to them. That means deciding that the value we provide is something you want and need in your business, and then making the commitment to work together for a certain number of hours each month.

What You Can Expect

Although we will be taking on your administrative work and assisting you in your business, our service is not so much about "pushing paper." It's really about creating systems, instilling efficiency and getting more done, with more ease, in less time. This is how small businesses, and especially those that are solo-run, succeed.

We have a system for working with new clients. We'll first conduct a time study which accomplishes two things—it allows us to get to know your business quickly, the kind of work you do and all that you have on your plate, and provides a snapshot that we can use to analyze what your time and energy busters are, where your core strengths and weaknesses lie, what key systems and processes can be developed, and where our services can be used strategically to rocket-boost your productivity and revenues.

While the services of my firm are not inexpensive, they are cost-effective, creating real savings, strategic flexibility and overall value in your business. You can expect to have more time to focus on generating revenue (which in turn impacts profits), see improved systems and efficiencies in your business, and simply have more time to enjoy your business and have a great life.

We often hear the question, "Wouldn't it be easier or cheaper to do things myself?"

Yes, some things could be just as easily handled yourself. But let us ask you this: As the idea person and profit-maker in your business, is that the best use of your time and attention? What is that wastefulness really costing your business? What services and products aren't you creating? What revenues are slipping through your fingers? What new prospects and opportunities are you losing? What aren't you getting done all because your energy and focus is squandered on administrative details? I can help you answer that question—simply contact me to schedule a [complimentary consultation](#).

