

# Jumpstart Office Team

by Digital Helpmates



## Q. What is a Jumpstart Office Team?

A Jumpstart Office Team is the backbone every office needs: an assistant (or Virtual Assistant), and your computer guru (we call them Tech Tutors). We provide this insta-office staff with no hassle and no longterm commitments! Depending on your location, your Jumpstart Office Team may even be able to help in person, at no extra charge!\*

## Q. Why not hire my own help?

For starters, hiring is hard! (And expensive.) At Digital Helpmates, we only hire a tiny fraction of the people we interview, and thoroughly background check them for you.

Also, with a virtual team, you won't have to worry about paying for extra office space, computers or smartphones (they come with their own!), or employee taxes. You receive the benefit of their skill, knowledge, and experience in office management and tech support, while removing the time-consuming drudgery of administrative tasks and tech setup. When you invest in a Jumpstart Office Team, you not only save time, but you can use that reclaimed and increased time to focus on what only YOU can do: Run your business!

## JUMPSTART OFFICE PACKS

INCLUDE:

### **BRONZE: 6 HOURS**

- 5 Hours Virtual Assistance
- 1 Hour Tech Tutoring (IT Services)
- Computer Health Monitoring included (up to 3 computers)

### **SILVER: 12 HOURS**

- 10.5 Hours Virtual Assistance
- 1.5 Hour Tech Tutoring (IT Services)
- Computer Health Monitoring included (up to 3 computers)

### **GOLD: 24 HOURS**

- 22 Hours Virtual Assistance
- 2 Hour Tech Tutoring (IT Services)
- Computer Health Monitoring included (up to 3 computers)

**For more info and rates, visit:**

**<https://digitalhelpmates.com/jumpstart-office-team>**



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## Tech Tutor duties can include: \*\*

- Staff onboarding & offboarding (set up email, user accounts, cloud-based phone systems)
- Document storage & management
- Password management
- Train on new software
- Purchase equipment
- Computer and smartphone resets, updates, and virus scans
- Basic WiFi connectivity
- Set up printers and other peripherals



## Virtual Assistant duties can include: \*\*

- Email monitoring
- Calendar / appointment scheduling
- Weekly meetings with management / staff
- Data entry and filing
- Basic documentation / template creation
- Answering phones
- CRM management
- Interviewing applicants
- Background checks
- Basic bookkeeping, payroll, drafting invoices
- Basic marketing tasks, like social media posts and marketing emails

## Q. How do I renew once my pack of hours are used up?

Your hours renew monthly, and any unused hours simply roll into the next month (up to one full "pack"). If you decide not to go forward with more hours at any time, not to worry – just let us know and we will cancel your subscription (or put it on hold) until you're ready for more help. Please note that you will want to allow your team about one month to get completely onboarded to your systems and to help implement new ones for you. You will usually start to see the biggest benefits after this, so don't give up too soon!

## Q. How many hours will I need to buy?

This is a tough question to answer, because each business is different. One business may use 20 hours in a week, another may only use 5 hours in a month. To get the best use out of our Jumpstart Office Packs, you will want to think about how many hours you will need within a month and purchase accordingly.

We recommend starting with the largest pack possible to allow your Team the time they need to get onboarded with your systems, and rest assured that your hours will roll over if you do not use them all (up to one full "pack").

After the first pack of hours spent getting used to the way you do business, your Team will likely take far less hours to get the same amount of work done.

## Q. How will a Jumpstart Office Team save me money?

With your Jumpstart Office Team, you only pay for what you actually use, and the hours they are actively working for you! (This can be a big savings over having an assistant and IT person on staff full time, and paying them whether they have work to do or not.)

Plus -- you don't have to spend the time and money hiring. We do that for you! We invest thousands of dollars advertising on the top job sites out there. And you get top-notch help without the hassle!

\* Digital Helpmates employees deduct travel from your prepaid hours to get to your place of work. We only charge one way for travel.

\*\* Dependent on the skill and experience of the individual. We will communicate with you to make the best match according to your needs.