

# 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!

## ALL JUMPSTART OFFICE PLANS

### INCLUDE:

- Computer Health Monitoring (up to 2 computers)
- Low, 15-minute minimums
- Rollovers of unused hours
- 3 months to use your hours

## SUBSCRIPTION LEVELS:

### **BRONZE: 6 HOURS (every 3 months)**

- 5 Hours Virtual Assistance
- 1 Hour Tech Tutoring (IT Services)

### **SILVER: 12 HOURS (every 3 months)**

- 10.5 Hours Virtual Assistance
- 1.5 Hour Tech Tutoring (IT Services)

### **GOLD: 24 HOURS (every 3 months)**

- 22 Hours Virtual Assistance
- 2 Hour Tech Tutoring (IT Services)

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

**<https://digitalhelpmates.com/remote-admin-assistance-rates>**



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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 often do I get more hours, and what happens if I use them up early?

You get a new set of hours when your plan renews **every three months (called a "Term")**. As long as you continue to subscribe, any unused hours roll over into the next Term (up to one full Term's worth).

If you decide to take a break from your Jumpstart Office Team, not to worry -- just let us know and we will cancel your subscription (effective at the end of your Term). You can join again whenever you're ready for more help!

If you use up your hours early, you may simply renew your Term early to get more hours, or you can pay by the hour.

## Q. Which plan should I buy?

This is a tough question to answer, because each business is different. One business may use 10 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 may need within a month, **multiply by three**, 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 Term's worth).

## 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 your Team is 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.