

OFFICE PROCEDURES

Chapter 16

Virtual Assistant



Telework

- Working away from the traditional office (at home or at some other location), previously known as *telecommuting*
- Work that can be done at any place, at any time, using telecom technology (internet / wifi)



Telework

- Virtual Assistant

- Self-employed freelance administrative assistants
- Usually work from home
- Provide off-site administrative assistance to clients



Telework

- Advantages

- Savings in time and commuting costs
- Less distraction from co-workers
- Higher job satisfaction

- Less time lost to traffic problems
- Higher productivity
- Reduced absenteeism
- Virtual teams (regional, worldwide)

Telework

- Disadvantages

- Isolation
- Less awareness of changes in company
- Less contact with colleagues
- No separation between home and work
- Family distractions

Virtual Assistant

● Personal Traits/Skills

- Disciplined
 - Time management
 - Self management
 - Focused
- Self-Starter
- Independent
- Well organized
- Technologically proficient
- Excellent communicator



Home/Office Workspace

- Ergonomics: “the fit between people and the tools they use”
 - Desks & chairs
 - Lighting
 - Colour, temperature
- Health issues:
 - Neck and eye strain
 - Carpal tunnel syndrome



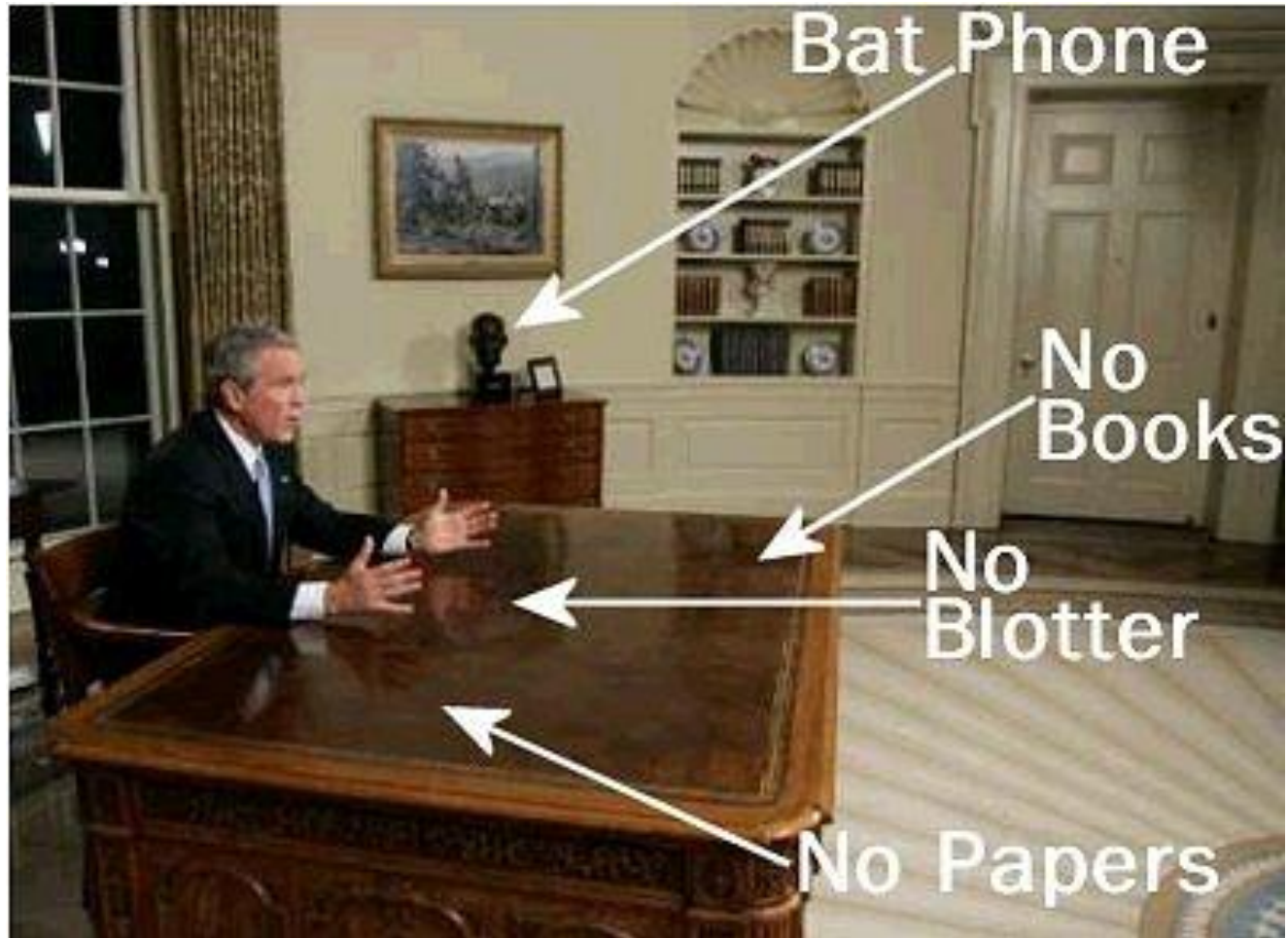
- Does your workspace look like this?



- Or this?



- Or this?





End