Virtual Assistant Administrative Support Overview

1. Calendar & Schedule Management

• Schedule appointments and meetings

• Coordinate availability across time zones

• Send reminders and manage rescheduling

• Maintain an organized workflow

2. Email & Communication Management

• Organize and prioritize emails

• Draft and respond to messages

• Filter spam and categorize important messages

• Maintain professional, timely communication

3. Data Entry & Document Management

• Enter and update information in systems

• Create, edit, and organize digital documents

• Ensure accurate and up-to-date recordkeeping

4. Customer & Client Support

• Respond to inquiries through email, phone, or chat

• Provide basic troubleshooting

• Coordinate follow-ups

• Maintain excellent customer service

5. Administrative Task Support

• Prepare reports, summaries, and presentations

• Draft letters and internal notes

• Organize files, invoices, and receipts

• Maintain up-to-date office records

6. Scheduling & Coordination

• Book appointments and calls

• Arrange reservations or registrations

• Coordinate logistics for meetings and events

7. Research & Information Gathering

• Conduct online research, Compile information into summaries

• Compare pricing, vendors, or service options

8. Task & Project Support

• Track deadlines and deliverables

• Manage task lists and reminders

• Assist with workflow organization

9. Social Media & Marketing Tasks (Optional)

• Draft posts or captions

• Schedule content

• Monitor inboxes or comments

• Update online listings

10. Personal Assistance Tasks (Optional)

• Online ordering or gift purchasing

• Appointment booking

• Travel reservations

• Personal reminders or updates Key Skills

• Organization and time management

• Strong communication

• Tech-savviness

• Attention to detail

• Confidentiality and professionalism

• Ability to work independently