



Created To Help People

Thrive – Not Survive

ONBOARDING YOUR VA

Onboarding your VA consists of a) providing access to the phone system and other software systems they will be using; b) assimilating the VA into your company culture.

Providing Access

Prior to your VA's start date, you will need to provide your VA access to the following:

- Your VOIP phone system. Set them up as a user with their own phone number. Reconfigure your company phone number or IVR menu to ring your VA. You will have several options.
 - Ring all selected phones simultaneously
 - Ring selected phones in sequence
 - Ring selected phones in order of which one is most idle first
- Be sure to turn on call recording so that you can audit their calls.
- Access to your scheduling software system.
- Access to your report software system (optional).
- Access to your CRM or Excel spreadsheets (optional).

Assimilating Your VA

Assimilating your VA into your company culture, people, and systems is crucial for the success of your VA.

Spend time getting to know your VA on a personal level and their culture in the Philippines.

Most VAs live in low-income housing. It is not unusually to have 3 to 4 generations living in the same house. Most houses are not air conditioned in a climate fairly close to the equator. That is one of the reasons we started Mira Staffing. We wanted to help our VAs thrive and not survive by paying them more than the industry standard.

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Close family relationships are very important to Filipinos. If they had a motto, it would be “Families Help Families”. Because of this, family members often respond taking other family members to the doctor, shopping, picking up children from school.

Your VA may request time off to take care of family because of their culture.

Most VAs do not have a car or means of transportation. They can pay for a motorcycle taxi or for a automobile taxi. Most walk or take a bus for public transportation.

Filipinos have a very strong work ethic, one of the best in the world.

They are highly incentivized by money because of their poor living conditions.

Mira VAs are well educated. Many have gone to a university or taken special classes to advance their career.

The time change is + 11 hrs during daylight savings time (Central Time Zone) and +12 hrs during non-daylight savings time (Central Time Zone).

For example: if it is 8:00 a.m. in Chicago, it is 9:00 p.m. in the Philippines. (All of the Philippines are in the same time zone).

If it is Nov. 1 and 1:00 p.m. in Chicago, it is 2:00 a.m. on Nov. 2.

Have your VAs set their company calendars to match whichever time zone you are in to avoid confusion.

Your VA was hired understanding they would have to work nights which is daytime business hours in the U.S. Most of our VAs are already used to this work schedule. Please let your Mira Operations Manager know immediately of any issues you are having with your VA – tardiness, late from meal break, sleepiness, etc.

The Filipino culture is very submissive. Filipinos typically are not empowered. They are not allowed to offer suggestions. They are expected to obey their “boss” without question or suggestion. As a result, they tend to be reactive instead of proactive.

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The good news is that you can empower your VA to be proactive. Continually encourage and reward them verbally and/or financially for taking initiative, for making decisions, for offering suggestions. Once they understand they can do this, it is liberating for them. Many thrive and can move to future leadership positions within your company.

Your VA will be coached by your Mira Operations Manager in our LEAD program designed for leadership growth and development. We believe that if your VA begins to acquire the attributes of a leader, they will become a more valuable resource for you.

Treat your VA as you would any other employee. Have them participate in departmental and company meetings and even social events. They want to belong and to be accepted. The more you can assist in this process, the more dedicated and loyal they will be for you and your company.

Your Mira Operations Manager will be your key point of contact. They will meet with you as often as you like to review VA performance and to ensure your overall success.