

OUTSOURCING MADE SIMPLE

THE ULTIMATE VA SALARY GUIDE



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INTRODUCTION

You have made the decision to outsource a role within your business, so now you need to gauge what you need to pay your potential employee. A lot depends on what type of Virtual Assistant you require and whether it's a full time or part time role, skill set and experience etc.

General VA's, SEO Specialist, Graphic Designer, Writer and Web Developer are the most commonly hired in the outsourcing industry, but we can help you find other specialists in their fields, please contact us with your requirements.

Entrepreneurs know the value of good staff and we at 5 Star Virtual Assistants only provide the very best candidates for you to interview, be sure we won't waste your valuable time with average staff that are unqualified for the position you need filled.

The salaries that will be listed in this guide and are not in any way considered to be set in stone, they are of course open to negotiation between you and your VA.

We hope you find this guide helpful, should you have any questions, please don't hesitate to contact us.

DECIDE ON WHICH SERVICE YOU WISH TO USE

Where we shall provide the full VA-Client matchmaking service and give you 3 high standard VA's for you to Interview and you choose which one to hire. After you have decided which candidate will work for you, we inform the VA and you begin working together. 5 STAR VA staff will be here to help assist you up until you have started working together and shortly thereafter.

CO-MANAGED SERVICE

With the managed service, 5 STAR VA's will negotiate with you directly on the VA's salary, you will then just pay us directly and we pay them. We are here as a point of contact continuously and we shall oversee your VA should you have any issues that you feel need addressing. You will have access to your 5 STAR VA's manager's phone number and email and can contact them whenever you wish to discuss any issues you might have. We will be your VA's line manager and HR rolled into one. *Note: We do not assist in project management, only the overseeing of the VA and their responsibilities to you. We shall also pay the VAs PhilHealth premiums at no cost to you with this service.

PROJECT BASED SERVICES

We offer clients the chance to utilize our pool of Website Designers on a short term project basis. Please contact us with your requirements quoting 'Project based' service and will shall be happy to discuss your needs and provide a quote.

WHAT TO CONSIDER BEFORE YOU OFFER A SALARY

Remember the VA that we have put before you and you have selected as the best candidate has salary expectations also, sometimes they meet yours and sometimes they don't.

It is best to try and get on the same page by analyzing everything you would normally if you were employing any other member of staff that you have interviewed before in your home country.

EXPERIENCE



Education is important to some employers, but some value actual working experience over college/university education. Most Filipinos but not all working in this industry will have at least a college diploma, some a university BA or Masters in I.T. You will know what educational standard your chosen VA has from their resume provided.

How much online experience have they had and how much office based experience they have had are important factors.

A VA that has only been in the online industry for a year, but has 7 years of regular office based experience is still a very valuable asset.

WHAT TO CONSIDER BEFORE YOU OFFER A SALARY

SKILLS

Knowing how to use a dozen or more different online applications is a big plus, but knowing how to use them to their full potential is even better, this is valuable and will save you a lot of time and expense in training.

Every VA will have a different portfolio of skills and experience in the various applications and if you are now at the stage of hiring one individual over others you know their abilities on paper. You then consider their English speaking skills as this is also very important as they will be representing you and your business.



Filipino VAs are no different than any other employees they also have a lot of self-worth and consider themselves Online Professionals, usually they are looking for a better job and a higher salary, so ask them what their salary expectations are considering their experience and skills .

TYPE OF VA NEEDED FOR YOUR BUSINESS

The most important thing to consider is that you need to assess the scope of what your VA is going to be employed to do. For example General VAs rarely do SEO or graphic design they are employed to do the general day to day tasks like, call answering, email & social media management, calendar management and alike.

WHAT TO CONSIDER BEFORE YOU OFFER A SALARY

Remember the limitations of each type of employee, nobody is 'Superhuman', not even a 5 Star VA. If you do find they are 'Superhuman' then pay them a huge salary and be very happy they are working for you.

General VAs who are tasked with general administrative tasks would usually be paid the lowest and Cisco Certs and Software developers on the higher end of the pay scale. Depending on your needs, one thing is for certain, you will make huge savings hiring a VA.

Once you have experienced your new freedom and time to develop your business, you will probably want to hire different types of VAs to build your business further, this might be a 'telemarketer', 'book keeper' or 'SEO specialist'. Be sure we will be here to help you achieve that by matchmaking your needs and handpicking the cream of the crop among the applicants.

FULL TIME OR PART TIME



You now decide if you will hire the VA on a full time basis (40 hours a week) or part time (20 hours a week). When it comes to time requirements, you have to be very clear with your VA.

WHAT TO CONSIDER BEFORE YOU OFFER A SALARY

Monday to Friday is also the norm, but if your business requires other hours, please convey this to your VA during the interview, most are flexible if they are really willing to work for you.

The working day for a full time employee normally consists of a one hour lunch break for full time with two 10-minute coffee breaks. Part time VAs get one 10-minute coffee break.

It is quite common to use time tracking software to keep track of your employees, this enables you to monitor their work with screen shots taken several times a day. Whether you decide to use this software or wish you take the trusting approach from day one is up to you. Most entrepreneurs know how long it takes to do day to day tasks as they have been doing them themselves, so they know if a VA is working at a good pace.

SALARIES



We try to keep up to date in this area, we regularly check out what the market averages are for the various VA roles.

WHAT TO CONSIDER BEFORE YOU OFFER A SALARY

Some outsourcing companies will draw you in with unrealistically low hourly rates, this usually leads to a 'Sorry, we haven't got any more candidates for US\$2.50 an hour, but we have this more experienced one looking to get \$6 an hour.

We know that you wouldn't be here looking to outsource a role if you didn't want to save money, but don't pay peanuts either as all you will get are monkeys.

On average you will normally save around 70% when you add up the salary savings and all the benefits that you are no longer liable to pay as you have outsourced to the Philippines.

We will give an average hourly salary prices for the most commonly hired VAs and they will be in US dollars as this tends to be the benchmark currency used to gauge salaries.

General Virtual Assistant – US\$4-\$7

Customer Support – US\$4-\$7

Telemarketer- US\$4-\$7

Data Entry Specialist – US\$4-\$7

Technical support – US\$5-\$7

Search engine Optimization- US\$4-\$7

Web Developer- US\$7-\$12



**Actual salaries will also vary depending on managed or project-based..

WHAT TO CONSIDER BEFORE YOU OFFER A SALARY

You should always remember that if your VA has skills above average, he or she will probably expect the higher end of these rates.

If you have any questions in regards current salaries that haven't been answered here, feel free to email us at info@5starvas.com.

HOW TO PAY YOUR VIRTUAL ASSISTANT



Most VAs will expect to be paid once a month, but twice a month is also acceptable, I know some businesses like to do their payroll weekly and that is fine also.

Sometimes to help build trust and confidence it is nice if you pay a two week advance payment to your VA in the first month, the reason for this is that many have been burned by overseas employers and can be wary. It's not a requirement and not the norm but just a show of good faith on your part and one that would be appreciated I am sure by your new VA.

WHAT TO CONSIDER BEFORE YOU OFFER A SALARY

METHODS TO PAY YOUR VA?

You have various options available and they are PayPal, Western Union, Zoom, Remitly or Bank transfer.

The preferred method by most employers and employees is PayPal, the fees are low and the money is secure. Discuss with your VA which method of payment you would prefer to use and go with that one.

Remember that doing payroll is easy, your VA is considered an outside contractor so you don't need to pay their taxes or SSS, Medicare or Pension, you just pay them the agreed salary, that's it!

Please remember to pay your VA's on the agreed days as most are the bread winners in their families and rely on the regular salaries.



WHAT TO CONSIDER BEFORE YOU OFFER A SALARY

BONUSES AND INCENTIVES



Some employers like to add incentives and bonuses as performance boosters. We will leave that to you to decide, but it has been shown to be much appreciated by the employees and usually leads to more productive work in the long term. You know the saying 'A happy worker is a productive worker'.

PhilHealth Insurance is the government health care scheme, they provide discounted health care for a small annual premium of just P2, 400 (\$55.00).

Again, this might be a nice thing to add to your employees' incentives if you wish to reward them. If you have taken up our Co managed service we will pay the PhilHealth premiums every 3 month's for them.

Yearly Appraisals. It is great to consider a bonus or a small pay rise if you are very happy with your VA, Filipino's are very appreciative when this is done.

WHAT TO CONSIDER BEFORE YOU OFFER A SALARY

SICK LEAVE & 13 MONTH SALARY

5 days sick pay or holiday leave is the mandated here in the Philippines, but it's up to you if you wish to pay it at all (as your VA is a independent contractor) or if you wish to increase this to come in line more with your home country, this is always something that the VA's really appreciate and helps to maintain long term loyalty, after all we all get sick or need a break from time to time don't we.



You will have to let 5 STAR VAs know at the time of hiring if you will give them sick & holiday pay.

One thing is for certain Filipinos never take advantage of sick days, they very rarely take time off and especially home-based VAs.

In the Philippines it is a mandated government requirement to pay contracted workers a 13 month salary in December, usually around the middle of the month before Christmas.

As a foreign overseas company you are not required to pay the 13 month salary, but it is something that will be extremely welcome, especially around Christmas. Best to talk about this in the interview as generally your VA would expect it, especially if they have worked for you for 6 months or more.

It is calculated as follows: Total basic pay in a year / 12 months = 13 month salary.

FURTHER INFORMATION AND SUPPORT



Our job here will not be done if you are not happy, so be sure we shall do our very best to ensure you are.

We hope that you will find the sign up process quick & easy. Selection and matchmaking between you the client and our three top candidates will take 7-14 days depending on your requirements. You will then interview via Skype and make your selection.

You will soon be on your way to having more time to build your business, spend with the family, and maybe even take a holiday knowing that you have a professional VA working for you.

We are here to help and support you whenever you need us, we won't just take your payment, give you your VA and cut you off, we want you to have a smooth entry into the virtual world and hope you come back to us when you need more staff to build your business further.

SAVE TIME AND MONEY! HIRE A TALENTED VIRTUAL ASSISTANT FROM THE PHILIPPINES

[WWW.5STARVAS.COM](http://www.5starvas.com)

Main Office: Blk 8, Lot 6 St.Alphonsus Subd.
Brgy.Quintin Salas,Jaro, Iloilo City
Iloilo, Philippines 5000
Phone: 0063 (033) 3319709
Email: info@5starvas.com
Website: <http://5starvas.com/>

