

VIRTUAL ASSISTANT SKILLS MASTERLIST

*What skills do you need to
work remotely?*

IN-DEMAND VIRTUAL ASSISTANT SKILLS

20FOUR7VA.COM

Learning new skills and improving your current skills is essential to succeed as a Virtual Assistant

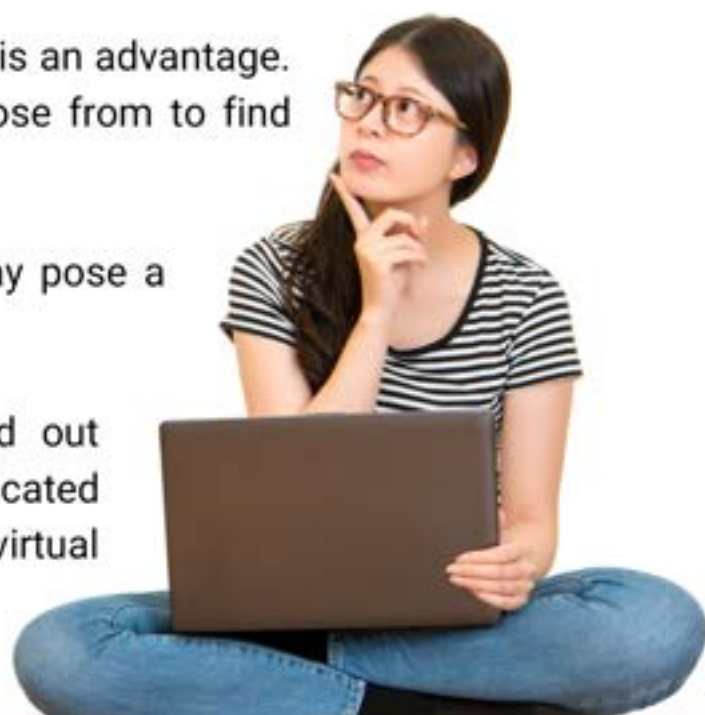
These days, more companies are open to alternative workforce solutions, including hiring virtual assistants.

Thanks to better internet accessibility and a higher demand for international remote workers, the global virtual assistant (VA) community keeps getting bigger.

For clients, having a larger talent pool is an advantage. They'll have more candidates to choose from to find the best fit VA for their needs.

For aspiring VAs, the competition may pose a challenge.

But don't worry! You can still stand out above the rest as long as you're dedicated to acquiring the most in-demand virtual assistant skills.



WANT TO GET HIRED FAST?

**IF YOU HAVE ANY OF THE SKILLS BELOW,
YOU'RE MORE LIKELY TO FIND A CLIENT
WHO NEEDS YOUR SERVICES!**

Top 5 Admin VA Skills

- Customer Service
- Lead Generation
- Data Entry
- Appointment Setting
- Sales



Top 5 Specialist VA Skills

- Graphic Design
- Social Media Management
- YouTube
- SEO
- PPC

Top 5 eCommerce VA Platforms

- Amazon
- Walmart
- Shopify
- Wayfair
- Aliexpress



The remote work job market is getting more competitive by the day. To get hired, you should equip yourself with the knowledge, skills, and work attitude that clients want.

ALL VIRTUAL ASSISTANT SKILLS WE OFFER

Do you have any of our Top 10 In-Demand Virtual Assistant Skills? Great! You have a higher chance of getting hired as soon as possible!

But what if your skills are not in the Top 10? No worries, we will tell you what other skills our current virtual assistants have. Keep in mind that while many of our VAs have found clients with some of these skills, the demand for VAs with these skills may not be as high.

Without further ado, here's a full list of all the VA skills we hire for.

ADMINISTRATIVE VA SKILLS

Administrative VAs help clients save more time by working on routine tasks. VAs provide admin support to ensure the business is running smoothly, so clients can focus on their other core responsibilities.



➤➤➤ CUSTOMER SUPPORT

- Email Support
- Phone Support
- Chat Support
- Helpdesk Support
- Lead Generation
- Lead Nurturing
- Dispatching Support
- Sales Calling
- Onboarding Assistance

➤➤➤ OPERATIONS MANAGEMENT

- Project Management
- Reservation Scheduling
- Calendar Management
- Crew Scheduling
- Appointment Setting
- File & Records Management
- Personal Assistance
- Receptionist & Call Routing
- Research

➤➤➤ DATA MANIPULATION

- Data Analysis
- Spreadsheet Data Entry
- Database Management
- Bookkeeping
- CRM Data Management
- Invoice Creation
- Payment Tracking
- Graphical Data Representation
- Scheduling Bill Payments

➤➤➤ BUSINESS IMPROVEMENT

- Customer Engagement
- Report Generation
- Business Communication
- KPI Generation & Tracking
- Market Research
- Data Quality Checking
- Reviewing Documents
- Process Documentation
- Training Assistance

eCOMMERCE VA SKILLS

As the eCommerce market grows, so does the demand for eCommerce virtual assistants. eCommerce VAs can work on various tasks related to building and running a virtual store.



ACCOUNT MANAGEMENT

- Product Review Monitoring
- Feedback Management
- Amazon A+ / EBC Pages
- Customer Service
- Performance Metrics Tracking
- Generating Reports
- Email Autoresponder Setup
- Account Reinstatement
- Conversions Tracking

LISTING MANAGEMENT

- Multi-Variation Listings
- Listing Optimization
- Flat File Product Listings
- Product Title / Description
- Product Listing Monitoring
- Product Price Monitoring
- Listing Enhancements
- Keyword Research
- Product Image Editing

INVENTORY & ORDERS

- Order Refund Tracking
- Shipment Refund Tracking
- Shipping Labels Management
- Logistics Coordination
- FBA / FBM Management
- Supplier Coordination
- Warehouse Liaising
- Order Fulfillment
- Product Procurement

INTERNET RESEARCH

- Online Arbitrage
- Wholesale Sourcing
- Product Sourcing
- Supplier Research
- Product Research
- Discount Research
- Promotions Management
- Dropshipping Setup
- Competitor Research

SPECIALIST VA SKILLS

Creating valuable and relevant digital content is becoming increasingly important for all businesses. Specialist VAs can help businesses make the most of their digital platforms through tasks like content development, creative design, and digital marketing.

»»» DIGITAL MARKETING

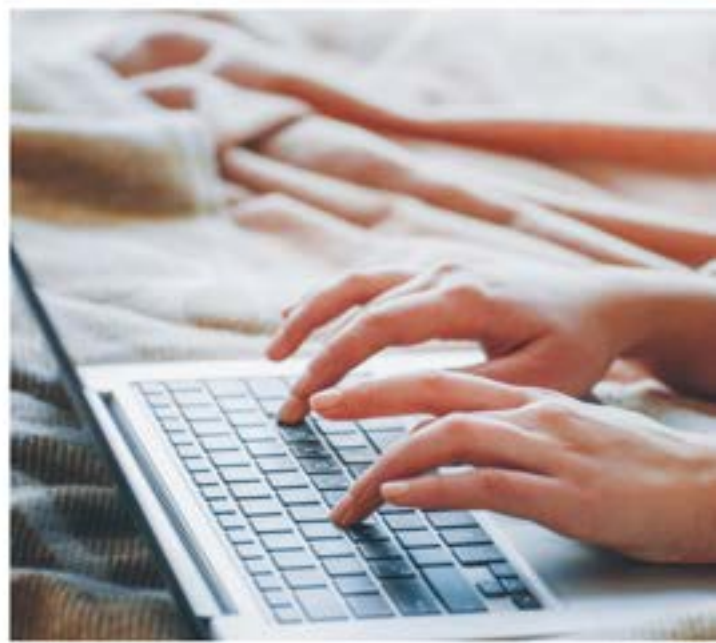
- Product Review Monitoring
- Feedback Management
- Amazon A+ / EBC Pages
- Customer Service
- Performance Metrics Tracking
- Generating Reports
- Email Autoresponder Setup
- Account Reinstatement
- Conversions Tracking

»»» CONTENT DEVELOPMENT

- Presentation Development
- Content & Article Writing
- Scriptwriting & Copywriting
- Newsletter Creation
- Blog Management
- eBook Development
- Proofreading & Editing
- Content Repurposing
- Show Notes Writing

»»» CREATIVE DESIGN

- Video & Audio Editing
- Image Editing
- Logo Design
- Print Ad Design
- Infographic Design
- Digital Illustration
- Marketing Collateral Design
- Newsletter Design
- UI/UX Design



PODCAST VA SKILLS

It's no secret that podcasting is on the rise. With more podcasters out there, the demand for Podcast VAs is also increasing. Podcast VAs help podcasters with a wide range of admin, content development, and technical tasks.



»»» ADMIN SUPPORT

- Research Potential Guests
- Prequalify Guests
- Manage Email Lists
- Transcribe Audio
- Schedule Management
- Track Online Promos
- Research Trending Topics
- Competitor Research
- Email Management
- File Management
- Advertiser Communication
- Guest Communication
- Comment Moderation

»»» TECHNICAL SUPPORT

- Audio Editing
- Create Audiograms
- Create Intros and Outros
- Video Editing
- Upload Podcast Episodes
- Hosting Account Setup
- Podcast Player Submission
- Website Development
- Website Maintenance
- Add Subtitles
- ID3 Tagging
- Meta Tagging
- Keyword Research

»»» CREATIVE SUPPORT

- Scriptwriting
- Social Media Posting
- Follower Engagement
- Create Infographics
- Podcast Promotion
- Podcast Content Repurposing
- Copywriting

- Create Audio Clips
- Show Notes Writing
- Blog Writing
- Podcast Distribution
- Podcast Artwork
- Create Quote Cards

CONSTRUCTION VA SKILLS

Running a construction business is not an easy task. That's why many construction business owners are hiring virtual assistants to help. Construction VAs are vital to any construction company. They not only do administrative tasks, but can also help with finance & marketing!

ADMIN SUPPORT

- General Administrative Tasks
- File Management
- Email Management
- Customer Database Management
- Calendar Management
- Material Delivery Scheduling
- Customer Support
- Receptionist & Call Routing
- General Office Management
- Internet Research
- Client Communications
- Field Notes Transcription
- Meeting Minutes
- Lead Generation
- Data Entry
- Inspection Scheduling
- Supplier Solicitation

MARKETING & IT SUPPORT

- Email Marketing
- Brand Management
- Content Writing & Copywriting
- Document Proofreading & Editing
- Online Reputation Management
- Marketing Distribution Planning
- Website Development
- Website Maintenance
- Project Sequence Photo Editing
- Social Media Management
- Software Setup & Maintenance
- Public Relations Management
- Marketing Collateral Development
- Graphic Design
- Video Editing
- Newsletter Creation & Distribution
- Competitor Research & Benchmarking

BUSINESS SUPPORT

- Human Resources Management
- Contract Management
- Business Operations Management
- Permit Submissions
- Bids & Proposals Management
- Project O&M Manuals
- Business License Renewals
- Supplier Coordination
- Project Tracking
- Material Ordering & Tracking
- Project Warranty Management
- Business Policy/Process Management
- Change Order Request Management
- Worker's Compensation Insurance Renewals
- General Liability Insurance Renewals
- Project Closeout/Punch List Manuals
- Subcontractor Recruitment & Prequalification

FINANCE SUPPORT

- Project Budget Tracking
- Timesheet Management
- Payroll Management & Processing
- Bookkeeping
- Bank Invoicing & Payment Tracking
- Manage Company Cash Flow
- Petty Cash Management
- Prepare Financial Statements
- Analyze Market Trends for Expansion Opportunities
- Construction Draw Schedule Management
- Purchase Order Invoicing & Payment Tracking
- Supplier Invoicing & Payment Tracking
- Identify Potential Areas for Cost Reductions
- Customer Invoicing & Payment Tracking
- Prepare Budgets & Financial Forecasts
- Process Day-to-Day Accounting Transactions
- Implement Payment & Collections Policy

TELEHEALTH VA SKILLS

Telehealth VAs are the backbone of modern healthcare. They provide admin, customer support, and creative assistance to healthcare practices and facilities. Telehealth VAs can also assist with handling technical issues like answering phones or sending out invoices with ease!



ADMIN SUPPORT

- Digitizing Health History Forms
- File Management
- Patient Appointment Scheduling
- Insurance Verification
- Medical Authorizations
- Eligibility Processing
- Medical Billing

CUSTOMER SUPPORT

- Online Receptionist Duties
- Email Support
- Phone Support
- Text Support
- Online Chat Support
- Answering General Patient Questions
- Prescription Refill Requests

CREATIVE & TECHNICAL SUPPORT

- Digital Marketing
- Content Writing
- Social Media Management
- Customer Engagement
- Website Development
- IT Support
- Medical Software Setup



LEAD GEN VA SKILLS

Lead Gen VAs are the go-to professionals for businesses needing an extra hand to help with their getting more leads. Lead Gen VAs can do everything from database management and lead conversion, all while being experts at communicating across different industries!



➤➤➤ LEAD ACQUISITION

- LinkedIn Lead Acquisition
- MeetMe Lead Acquisition
- Lead Qualification
- Lead Acquisition Using Tools/Apps

➤➤➤ DATABASE MANAGEMENT

- Updating CRMs
- Spreadsheet Management
- Email List Management
- Data Analysis

➤➤➤ SALES PROSPECTING

- Outbound Calls
- Outbound Emails
- Cold Calling
- SMS

➤➤➤ ADMINISTRATIVE TASKS

- Researching Prospects
- Appointment Setting
- Follow-ups
- Data Entry



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