



LEVERAGING VIRTUAL TEAMS

A BETTER WAY

Leveraging Virtual Teams

A Better Way

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Introduction

All companies face the problem of finding highly educated virtual assistants to perform necessary tasks for their business. The challenge begins early in the process as one starts to look at the costs. There are “hard costs,” such as office space, computers, office furniture, and all the other necessities the team member will need. Then there are the “soft costs” of health insurance, workman’s compensation insurance, sick days, social security taxes, and more; you get the picture. There is much more to consider than just determining their salary.

Once you have determined the costs, the painful process of finding a highly skilled, loyal, virtual assistant begins. Where do you start? A recruiting firm? Word of mouth? Newspaper ads? There is so much work to be done to get the ball rolling. Once that is complete, next is the process of reviewing all the resumes. Think of the fun hours you will have searching

endlessly through dozens of resumes to find the right two or three interviewees. Finally, after all of this comes the actual interview process. The sheer thought of trying to organize the interviewees' schedules with you and your team members can make a mere mortal shudder.

If some, or all, of the above, makes you break out in hives, what's the solution? There has to be a more cost-effective, time-saving, efficient method, right? Absolutely! Our team at Support Realtor has created a scalable system to take care of these difficult issues. Through this system, we provide you with an easy way to grow your business by providing highly qualified team members through our outsourcing program. This unique program will dramatically decrease your payroll by reducing salaries AND eliminating "hard" and "soft costs." It will provide you with a full-time, university-educated team member operating from a state-of-the-art high rise building in downtown Harare, Zimbabwe.

Hold on. I know what you're thinking, "Zimbabwe? I need team members I can understand. The thought of dealing with

someone with a heavy accent all day long will wear me out!” I agree, and we have taken that concern to heart by ensuring that everyone we provide from our remote teams will be able to speak the Queen’s English with a UK accent. In fact, we have found that our clients find their remote team members quite pleasing to listen to and engage with.

To sum it up, we provide a system to automatically reduce or eliminate “hard” and “soft” costs when hiring new team members while reducing the hiring process’s frustration. With us, you can remove the need for added workstations, office space, employee benefits, and payroll costs. You will also be able to tap into an international market of readily equipped, college-educated, English-speaking employees.

Most importantly, we like to look at this system as a Win, Win, Win.

A **Win** for your business as we reduce payroll costs and end the frustration of the hiring process.

A **Win** for your new team member as they move into the active workforce in a country where unemployment is at 80 percent.

And a **Win** for Christian ministries around the globe, as we contribute 51% of all profits to ministries worldwide.

Intrigued? Then keep on reading. You will be glad you did.

Here's to growing your business in a whole new way,

J.W. Oliver Jr.

Chapter One

The Big Problem with Hiring

Number One Complaint

The number one complaint we hear from realtors is the cost of bringing on new employees: it's just so expensive. First are the hard costs of salary and benefits-health insurance, dental insurance, payroll taxes, 401k, and more. Then there are the costs of providing a productive work environment: a desk, a computer, heat and air conditioning, electricity, office chairs, filing cabinets, lighting. And then, what if you also need to rent or purchase more office space to house your new employees? You will need to remodel the space to your needs, purchase more office furniture, pay even higher utility bills, and so on. Before you know it, you will likely spend \$4,000 to \$5,000 upfront for every new person you hire. Yikes! But it doesn't end there. Once the shock wears off, the realization of the hidden cost of time for you or your HR department to complete the entire

hiring process from start to finish will come into play. (Heaven forbid, you need to hire a recruiting firm to assist you, cha-ching.)

As business owners sit down and calculate all of these costs upfront, they often become discouraged, especially if they come up a bit short on funds. As a result, companies don't expand or grow in certain areas because they just can't afford it. And everyone knows, if you are not growing, you are stagnating and possibly even regressing. But it's not only businesses who suffer; entrepreneurs are negatively affected as well. Often great ideas are thwarted before the dream ever gets off the ground because entrepreneurs look at all the costs and determine they can't take the risk. There is just no way they can absorb all the employee costs for three, six, or even nine months as they begin their launch into greatness.

What If?

Most companies, large or small, operate within a limited profit range. When they begin to look at hiring new employees to delve into a new

sector or initiative, the allocation of the necessary resources may move them from being a profitable company to an unprofitable one. In the short term, that is something most can't afford to do. But what if there was a less expensive alternative? What if a company could cut the costs of bringing on a new employee as much as fifty percent? How about seventy-five percent? What if you could get an employee for \$24,000 that would typically cost you \$60,000? What if you could get an employee for \$40,000 that would usually cost you \$110,000? And what if the lower-cost employee was equally as qualified? That could potentially change everything!

Support Realtor Can Make It Happen.

Over the years, our team Support Realtor has created a scalable system to reduce the costs mentioned above and save companies substantial amounts of money. This unique program will dramatically decrease your payroll by reducing salaries AND eliminating hard and soft costs.

Through this system, you will be able to grow your company and take on new challenges. How? By utilizing the highly qualified virtual assistants found within our outsourcing program.

Chapter Two

The Solution- Outsourcing

What is Outsourcing?

Outsourcing is a process that allows you to bring on full-time, remote working virtual assistants who work for you, no one else. Once hired, they are turned over to you to train and manage. Through the miracle of technology, these assistants fully integrate within your team and become valuable members of your staff. They work the same hours, attend the same meetings, work on the same projects as your in-house staff, and have the same education. The only difference is that they are not physically in your office space or building. But, with the fast connectivity of technology today, they might as well be.

Remote Working Becomes Real

As a result of the COVID-19 pandemic, many companies decided to allow their employees to

work from home. After all, they still needed to have their scheduling, accounting, marketing, websites, customer care, and other necessities continue. During that process, many discovered that virtual assistants perform quite well and offer a variety of cost savings. But, even with this knowledge, the question remained. Should we, as a company, really consider moving toward virtual assistants as a future strategy?

Key to Moving Forward? A New Mindset

It's important to note that as you think about bringing on remote employees to your team, you need to develop a new mindset. If you're at all like me, you're probably a control freak. I say this because, in the past, I needed to know what everybody was doing all the time. I wanted my employees to be close to me, so I could walk by their desks and see if they were doing what they were supposed to be doing. However, the anxiety and stress of keeping up with everyone was driving me crazy. Eventually, I realized I had control issues. Over time, I began to change my mindset. As an employer, I realized I should be focused on the productivity levels of my employees, not what

they were doing every moment of the day. So, I began to ask myself, are they completing their tasks? Are they meeting the standards I demand? Are they often going above and beyond what I ask? If they are, in the end, that was all that truly mattered. I didn't need to micromanage after all. Once I had adopted this mindset, it didn't matter if my employees were in my office or another country. All that mattered was the work getting done. I became happier and healthier, my employees became happy and healthier, and my business began to grow. With this new mindset, I was now primed and ready to succeed in the new reality of remote working.

The Takeaway

Outsourced employees are of great value and can produce results equal to onsite staff. However, this realization requires a change in how businesses look at their employees. They need to recognize that having everyone under the same roof is unnecessary, while also understanding that remote working through outsourcing is a viable and necessary alternative for the future.

Chapter Three

The Difference Between Freelancers and Outsourcing

What is Freelancing?

You may be asking yourself at this point what the difference is between outsourcing and freelance workers. Typically, people who freelance and outsource their work, whether in the United States or out of the country, spend their energy with several clients at the same time. Because of this, the freelancer will usually acquire and perform several projects simultaneously. If their schedule fills up, they won't be able to work on your project, which means you need to look for someone else. Also, since most freelance outsourcing work is project-based, your costs will vary wildly depending on several factors.

How busy is the freelancer? If they are in high demand, they will charge more. How qualified is the freelancer? Skill levels vary greatly; the more gifted they are, the more you will pay.

Overseas Freelancing Difficulties

If you decide to outsource a freelancer overseas, you will often need to overcome language and culture barriers. Will the freelancer be able to adequately understand your project so that they will be able to complete it correctly with minimal effort on your part? Will the freelancer be able to produce a product that coincides with the cultural nuances of western society? If the freelancer needs to interact with clients or customers, will they be able to be understood? If not, this will be a frustrating and challenging process for you. Without adequate communication and cultural familiarity, businesses will find themselves going back to the freelancer several times to get a project right. Doing so increases the stress on you, wastes time, and causes productivity to fall.

Are the Needed Tools Available?

Beyond the workload, culture, and language, another obstacle to overcome is the freelancer's tools and workspace. Whenever you use freelance personnel, you have to rely on their infrastructure and equipment. Do they have a

good internet connection for communicating, downloading, and uploading? Do they take proper security measures to make sure your content is safe? How do they back up their data? Will they have electricity only at certain times of the day? Do they have a space with an environment that is conducive to work, free of noise and distraction? If your freelancer is ill-equipped to handle all aspects of your job, your frustration will only grow as the project moves forward.

We currently work with a medical imaging company that used to have 12 freelancers based in five different locations around the world. They joined us because of the continuous infrastructure and connection issues on the freelancer's side, which significantly inhibited communication during their essential group meetings.

Will They Be Loyal?

If you find the right freelancer who does excellent work for you, you will quickly discover a desire to keep them. Unfortunately, their loyalty to you and your projects often

depends on what you can pay. A friend told me over 20 years ago, “You’ll have the most loyal person working for you until somebody offers him 25 cents more an hour. He’ll then drop you like a hot potato.” That is always a risk.

Barking Dogs and Roosters

The time difference between freelancers and businesses can also be challenging. For many years, one of the individuals who worked for me the longest was in India. She was on the phone every day, interacting with my customers. Problems arose because of the time difference between her and my customers. She would start early in the morning while her husband was sleeping and begin making her calls. Every day, like clockwork, several roosters would begin to crow midway through her work hours. Then, on cue, all the dogs in the neighborhood would start to bark. It was quite comical for my customers, who were working late in the afternoon, to hear an early morning wakeup call from nature on the other side of the world. However, as you can imagine, that wasn’t the most professional representation of

my company (even though I look back now and smile.)

How is /Outsourcing with Us Different From Working with a Freelancer?

Outsourced Virtual Assistants Work Only for You.

Our virtual assistants are full-time employees who work solely for you. The only projects they will have to juggle are the ones that you give to them.

With Us, English Is the First Language, and Our Culture is Western

With our company, your employee speaks the “Queen’s English” as their first language, with a British accent. Their culture is also heavily influenced by western thought as a result of being a British colony for many years.

Great Working Conditions Are A Given.

Our offices are housed on the ninth floor of a beautiful high-rise building in downtown Harare. Your virtual assistant will have a workspace with the latest computers, with all the necessary security and infrastructure in place, keeping their work productive and your data safe. We even provide a conference room to gather all of your employees together in one space for your team meetings. We have found that the excellence of our office space fosters a level of professionalism in your virtual assistant that your clients can distinguish.

Our People Have A Special Sense of Loyalty

Our virtual assistants truly want to come to work. While many of our teams live in urban suburbs around the city, they're able to come into a beautiful office facility where they are proud to work. We strive to be the envy of every company in our industry by attracting top talent. Our employees are paid above-average wages and in American dollars, something that only a few companies in the country do. Our class-A working conditions often keep them

from “jumping ship” after having trained them to a high level. In our offices, they enjoy A/C in the hot summer months, upscale workrooms, cheerful workspaces, and even a cafeteria. Best of all, the team members form a great camaraderie with those around them. It’s a young group; the average age of our team members in our office is 28 years old. Therefore, you have a young, energetic group wanting to learn, grow and develop their skill sets. These factors keep our team members loyal and make us a very desirable place to be employed and stay employed.

We Provide Strong Security for Your Data

Data security is critical to us. The danger of using freelancers is that those doing your work may be working from their home or remote office. In doing so, they might not have the data security systems necessary to protect you. We, however, use the highest-rated secure routers, which are programmed to be up to date with all the current annual licenses and software.

On our computers, we deactivate the USB ports so no external storage devices can be connected. As a further precaution, we can also limit access to specific sites as requested by the client. For example, suppose you want your virtual assistant not to have access granted to particular information or URLs. In this case, we will program their computer to access only your approved sites from their workstation. With regards to storage and connectivity, we utilize a primary server and two redundant servers as backups. For connectivity, we use a robust fiber-optic network with latency very similar to what you would find when you connect with a company in the USA.

We Go Above and Beyond

In terms of onsite support for your virtual assistant, we have a general manager, IT team, client liaisons, and a full HR department. To top it all off, we provide two full-time employees in our pastoral care. These are trained pastors who assist your team members in times of need. Our pastors attend family funerals and help your employees by counselling them for matters such as divorce or financial difficulties. They are also

there to help your employee when making big life decisions. We're one of only two companies I know of that provide this, and we do it free of charge.

A Client Story

One of our clients who works for a large healthcare coaching firm in the Northwest chose us because of what we offered. As part of their company culture, they always include their two virtual assistants on their fifteen-minute stand-up morning huddles. Here they bring in everyone to talk about what they'll be working on throughout the day. Because the client's virtual assistants are outsourced, they easily fit into that meeting and feel a part of the overall team. And, since the virtual assistants are full time, constant members of the team, this client always knows whom to ask about a particular issue or question.

The Takeaway

The utilization of virtual assistants is fast becoming the norm in businesses today. When you decide to go in that direction, there are

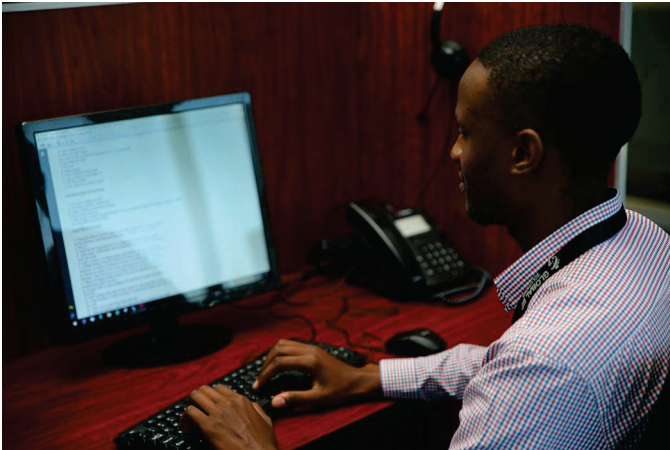
many options to choose from in finding the right employee to work remotely for you. Freelancing can be useful for once-off projects such as brochures, language translation, or a quick website. However, if you are looking for a sustained, full-time workforce with all the tools needed to succeed and make your business grow, we believe outsourcing is the only way to go.



We equip team members with top of the range equipment and reliable internet for seamless communication.



The conference room allows for teams to gather for group meetings.



Team members utilize private work stations



ZimWorX reception area



The ZimWorX office is located on the ninth floor of the prestigious Joina City building in downtown Harare.



Working with mothers, of disabled children is an example of how Global Impact is making a difference



Global Impact distributed food packages that helped 322 families during the pandemic.



Our leadership team gets excited to do ministry!



Beautiful Africa
It's truly a blessing to work with the people of
Zimbabwe and make an impact.

Chapter Four

What Do I Need to Know About the People of Zimbabwe?

Is the Education Level in Zimbabwe Comparable to The United States?

When I first started this venture four years ago, I was concerned about the level of education in Zimbabwe. My thought process was telling me, “I’m going to have to sift through a bunch of paperwork to find somebody who’s up to my standards.” However, I quickly found out that, of all the 54 countries in Africa, Zimbabwe ranks first or second in education level every year. The reason for this is that Zimbabwe follows a British-based education system that gets results. In addition to this, families place a high emphasis on their children’s education. Parents will go to extreme measures and gather their resources to ensure a university degree is within reach of their children. By the way, a degree, which is on par with the United States. Parents do this for one reason. A solid

education is considered the best way for their child to find a better life in their underperforming economy.

Will I be Able to Understand My Employee?

Zimbabwe is a former British colony, where English is the first language, not a “picked-up” second language. Their accent is authentically British and easy to understand. Before I first started ZimWorX, I was using contracted workers through Upwork and various other freelancing modules for my dental imaging and equipment company. However, using them was a constant struggle as language was always an issue. When I came upon this particular opportunity in Zimbabwe with my partner, who was born there, I discovered people who speak the Queen’s English! I find joy in interacting with them on a regular basis. In fact, Zimbabweans speak such excellent English; many of our clients utilize them to contact their customers on the phone.

What Kinds of Skills Will I Be Able to Find in Zimbabwe?

There has yet to be a case where we could not find an employee to fill a client's needs. When you start looking, the key is to think outside of the box and dream about positions you wish you could fill. Should I hire someone to relieve the stress of my overworked staff? How about a new position that might jump-start my business's creativity? Or, what about hiring someone skilled in advertising to get my product known in my community? These are questions every growing business should be asking itself. As you ask yourself those questions, here are a few of the many skills we can find to take your business to new heights.

- Accounts Receivable Director
- Client care coordinator - nurturing buyers and sellers
- Inside Sales associate - nurturing leads
- Back End/Front End Web Developer
- Personal Assistant
- Accounts Manager
- Financial Analyst
- IT Consultant
- Systems Analyst
- App Developer

- Content Writer
- Social Media Specialist
- Marketing Manager
- Art Development
- Contract to Close- Transaction Management

And these are just the tip of the iceberg. No matter the position, we will work hard to find what you need, from lower-level task positions to upper echelon leaders. If you can dream it and come up with a job description, we will find the right person for you!

What is Their Working Schedule?

Zimbabwe uses Central African Time (CAT) which is between six to nine hours ahead of the continental United States, depending on the client's time zone. However, the time zone differences do not need consideration when setting your employees' work hours. Why? Because our office is open 24 hours a day and the team members know that they must sync their schedule with yours. That means if they need to start their eight-hour shift at 4:00 a.m. or finish work at midnight CAT, they will do it. Typically, the bulk of our team members arrive

and work from 3 p.m. to midnight CAT, which is a normal 8 a.m to 5 p.m. Central Time (CST), but there is rarely an hour in the day when someone is not working.

Will My Employee Honor Confidentiality?

All employees sign a non-disclosure agreement (NDA) upon hire. It's important to note that an NDA in Zimbabwe is a highly regarded document. Employees are acutely aware that breaching an NDA goes on their permanent work record, and that is very detrimental to their ability to find future work. Because of this, the people in Zimbabwe, compared to other places, do not share sensitive company information.

Do They Desire to Work?

In Zimbabwe, the unemployment rate is over 80%, yet it is a country with over 2 million university-educated employees. Jobs that are needed to help survive and take care of one's family are scarce to come by. Because of this, people are appreciative of any opportunity to find employment. Also, since we pay good

salaries in US currency, we are a sought-after workplace with excellent retention.

What About My Current Employees? Will They Push Back Out of Fear for Their Jobs?

As you begin thinking about using virtual assistants in Zimbabwe, you may have to deal with some initial fear from your current employees. Your employees will often think, “The Company is going with virtual assistants now? Oh no! They’re going to replace us all!” You can ease those fears from the beginning by changing their mindset. Help your employees realize that you are hiring virtual assistants to take care of the many tasks that are currently keeping them from doing their actual job. Another perspective would be showing them that you want to add on to grow and expand your business, in which case, everybody wins.

One of our clients faced this from her local employees. After some guidance from us, she cast a vision to her team, showing how this would lighten their workload and enable the company to expand to new areas. She was also able to share that this was an opportunity to

give employment to someone who desperately needed it. After hearing this vision, her team got fully on board.

The Takeaway

Zimbabwe is a perfect country to outsource your next employee. As we have seen, the people of Zimbabwe are university educated with degrees on par with the United States. They have qualifications in every area of business. Their first language is English, and they speak the “Queen’s English.” As a former British colony, they are heavily influenced by western culture. They desire to work and will work on your schedule. And, their society promotes confidentiality. There are very few countries that have virtual assistants like this.

Chapter Five

Hiring an Employee Through Outsourcing

Where Do I Begin?

The first step is to let us know what type of employee you are looking to hire. You can do this either by going to our website and filling out the job matrix or sending us your job description. We will then give you a call to learn more about your company and discover any special requirements we should be aware of when we begin our search. Once we have found the top three or four candidates, we set up a Zoom interview according to your schedule. During the interview, you will meet the candidates face to face and speak to them about their qualifications and experience level. This interview usually lasts between thirty to sixty minutes, but you may take as long as you need to ensure you get the right person. Once you find a candidate you want to hire, we will finalize their salary with you and begin the

onboarding process. Then, in five to seven days, your new employee will be working for you.

What Do You Provide?

We provide basic workstations with a PC that meets all of the basic specifications for most positions. We also make special provisions for any position that may need to utilize and manipulate large data files, such as animation and graphic design. A few clients have requested higher level PCs with exact specifications, which we can source locally in Harare. A few have even asked if they could send over their own laptops or PCs, which is a request we happily assist with. Once the computers are shipped over, they can then also be maintained by our IT team for a small fee.

It's the same with telephone and communication systems. Many of our clients in the medical and insurance industry ship their VoIP phones over to our facility. Once we receive them, we plug that phone into the client's VoIP system, which allows them to contact their employee by simply picking up their phone and dialing an extension. We can

also provide a desktop phone extension to plug into the desk modules, which can be bought locally in Zimbabwe. Many of our clients also communicate solely through new systems such as RingCentral™, Zoom, and WhatsApp. Also, for security and connectivity, we provide redundancy on our fiber internet connections should an unforeseen problem occur with one of our providers.

What Will This Cost Me, and How Can I Pay?

Once you hire your employee, you will pay a one-time onboarding fee of 50% of their salary to get them started. From then on, you will be billed a flat-rate monthly fee. Since your new employee is considered a contract employee, your monthly payment is paid directly to us. This gives you the added savings of no payroll taxes or insurance costs. As far as the actual payment process is concerned, you can pay via ACH direct bank wire, check, or credit card.

How Many Employees Am I Required to Hire?

Often outsourcing companies that offer similar services as ours require a minimum of five to ten team members to begin. Then, as you grow, you are up charged as you scale from there. With us, there is no upper or lower limit to the number of employees you can hire, and there is no up-charge as you add more. You can choose to hire one or two hundred and still pay the same per employee.

How Long Can an Employee Work for Me?

We provide all our clients with a 30-day service agreement. From that point on, everything is on a 30-day rolling, auto-renewing service agreement. You can hire someone for one month, or you can have them for the next twenty years.

How Do You Vet Your Prospects?

We go through all applicable resumes to see who has the best matching skill sets. Once those candidates are selected, we initiate a

preliminary, internal interview with our HR department. This allows us to determine how the candidates present themselves, how well they communicate, and how well they know their subject matter. Once this is complete, we then run a criminal background check on the candidates who pass this first round. If everything comes back clear, we set up a Zoom interview between them and you. If the candidate meets your needs, you can then hire them. If not, we will keep looking for you until we find someone who does.

Are There Any Taxes and Paperwork Involved?

With us, you are contracting a “leased employee” through our Texas-based L.L.C. Because of this, there are no taxes involved. Beyond the initial signed agreement, all you have to do is send us a 1099 form for your employee’s wages. You don’t have to fill out 19’s, W3s, or W4s over the course of the year. It’s painless.

We Do the Work with No Obligation Required.

We understand that your time is valuable, so we work hard to get a new team member for you quickly and easily. We will search for an employee, vet them, set up an interview, and then do all the onboarding to get them set up to begin working for you. And the best part of all of this? The up-front work doesn't cost you anything. No agreements are signed until you are ready to hire your new team member. So, in essence, we do all the legwork to find you a great employee for free. Why? Because we firmly believe that nine times out of ten, we will locate an employee that is perfect for you. And when we do, you will hire them. The key is to move forward and just get started. If it's not right for you, there's no obligation. You give us your requirements, go through the process, do the video interview and see what happens. If you are not pleased, you can walk away without paying a thing. So, what have you got to lose?

Key Takeaway

Finding and hiring a new employee doesn't have to be an arduous process. Send us your requirements, and we will take care of everything for you. You can then focus on the things in your business that need your attention.

Chapter Six

Getting the Most Out of Your Virtual Assistant

What Must You Do?

We provide courses to prepare your new employee for specific functions they will be performing for you. However, it is important to note upfront that the future success of your new employee will rise and fall according to the training you give them. Of course, the amount of training varies according to each job position. But, if you commit to allowing someone on your team to provide continuous direction and instruction to your new employee over the first several weeks, you will see amazing results. Your new employee will acclimate to the team quicker, have more confidence, and learn new things faster. This always leads to long-term success. Also, it is proven that crucial to morale, stress level, and personal health is the ability to take time off from your job. We realize this, so we allow your employee one day

of paid time off every month they work. You are responsible for this accrued leave, just like any of your other employees, which is part of your flat-rate fee. We also ask you to give them the same holidays as your company takes now. Typically, these include Easter/Good Friday, Memorial Day, July 4th, Labor Day, one or two days for Thanksgiving, and one or two days at Christmas. The holiday schedule should follow the same as offered in your company policy.

What Will We Do?

We provide systems to help monitor your employees. Each person clocks in and out on a biometric system. This information is available to any client who requests a copy. Another means of monitoring is through Time Doctor. For an extra \$15 per month, you can get a monthly, daily, hourly, or even a real-time report of your employee's work. This report will show things as, what your employee did that day, how much time they spent on different projects, which websites they had open, and what programs were used (Excel, Word, Adobe, etc.) The most important thing we provide for you is an Account Resource Manager (A.R.M.).

This is the “go-to” person for you and your employee. This person is assigned to no more than 25 team members and will assist you in managing and caring for your employee. If your employee is having a problem with any aspect of their work, your ARM will assist you in getting the problem resolved quickly and efficiently. You can also use your ARM to check in on your employee if you sense something might be amiss. The ARM will then give you vital feedback to help keep them on track.

What If an Employee Doesn't Work Out?

We have had a few occasions where the client and the employee relationship do not align. The client might not have liked the quality of work produced, how they communicated with their customers, or the employee simply didn't fit the client's office culture. While that has rarely occurred, our process of moving on is quick and straightforward. We handle the release of your current employee, which is much less painful for you than doing it in person. (If you are like me, that is the hardest (and worst) part of being a business owner.) Our Human Resource

department then begins immediately interviewing other candidates to find you a new employee. Within one to two weeks, you are up and running again. Think of how much easier that is than starting all over from square one and doing it all yourself.

The Takeaway

Training, accountability, onsite assistance through your ARM and paid time off are just a few of the many things that will make your new employee successful. During you and your employee's time together, we will make every effort to assist you in making the relationship successful. And in case it doesn't work out, we handle that for you.

Chapter Seven

How Much Can I Save?

The Real Numbers.

When all factors such as salary, payroll taxes, social security payment, office space, and insurance are taken into consideration, you can forecast to save from 65% to 70% annually. Let's take a look. A \$75,000 a year employee in the United States will come in around \$100,000 a year in total costs when you factor in benefits such as vacation, health insurance, workman's compensation, payroll taxes, and FICA. These are hard numbers, not estimates. With us, that same \$100,000 a year position will typically fall within the \$32,000- \$36,000 range. That is quite a saving! One of our premier clients is London-based and provides payroll services. They require high-end auditors to process payroll, audit the previous month's billing, ensure employees are paid and match billing hours to the customers. Now they are paying \$24,000 to

\$26,000 a year to have the same tasks accomplished.

The highest savings we've provided was to a large Dental Service Organization. They required a financial analyst who was to review over twenty dental practices. His responsibility was financial analysis and to ensure that all the general ledger accounts matched up across all the spectrums. This meant bringing together hundreds of individual categories across those twenty businesses, both individual and consolidated. The CFO of the organization informed us that this position was a \$160,000 to \$180,000-per-year position with benefits. We were able to fill it for \$55,000. That's over \$100,000 in savings! This was the position previously not considered by the client because it didn't fit into their budget. Now, with such a reduced cost, they were able to hire this analyst and, in turn, provide more time for the CFO to focus on his work.

Another one of our clients is a small IT company. They had lots of opportunities in their industry, but they needed a full-time help desk staffed with IT-type personnel to cover the

hours of 6:00 a.m. to 10:00 p.m. Through us, they were able to institute an entire help desk program that would have cost them \$140,000-\$160,000 a year for only \$50,000 per year. These savings are often mind-boggling for our clients.

Even More Examples

Let me run through a few more examples of the cost savings our clients are currently enjoying. One of our clients has an accounting manager who handles their books, prepares quarterly estimates and taxes, and manages the payroll. This was an \$80,000 a year position, which they are now paying \$28,000 annually. An animation company has two 3D animators whom they pay \$28,000 apiece. In the United States, those same animators would cost \$75,000 to \$90,000.

For admin support, a competent person with a quality education will run you \$40,000 - \$50,000 annually (including benefits.) We provide well-educated, experienced team members to do the same job at \$18,000 to \$22,000. For a full stack developer, we have clients paying \$32,000 for people who

command \$90,000 to \$120,000 in the United States.

By now, you probably get the picture. We can save you substantial amounts of money. Whether you're an independently owned realtor, mom-and-pop business, a new start-up, or a well-established company (some of our clients eclipse \$100 million in annual revenue), we can help grow your business for less.

Key Takeaway

In starting, growing, or taking over a business, the tasks of adding new employees can be staggering. To help you with this, we can save you 50% - 75% in salary costs. Pretty good, huh?

Chapter Eight

The Ten Commandments of Hiring a VA

While hiring a Virtual Assistant with Support Realtor is simple, working with an individual Virtual Assistant may come with some grey areas which may be difficult to tackle. Below are some issues you may come across and recommendations on how to handle them

1. Avoid discussing politics or personal finances.

Politics and personal finance are very sensitive topics. It is advisable not to discuss national politics with your virtual assistant. Different people have different views and different ideologies. Discussing politics creates division and might impair your relationship with your virtual assistant. National politics can create a hostile working environment for your virtual assistant, and this might lead to poor performance. If you feel any of your conversations with your virtual assistant are

going to end up with political talk, try to change the subject to other general topics such as weather. Personal finance is also something you should avoid discussing with your virtual assistant. Personal finance can be defined as how a person manages the money they have or the money they make. Personal finance involves a lot of different factors such as family setup, priorities, people wanting different things in life, and the unpredictability of life. Your virtual assistant may have commitments that may not allow them to have a fancy lifestyle. Personal finance has no one size fits all approach; hence your virtual assistant may be offended by any recommendations or comments you may make or may be stressed out, especially if things are not going their way financially. You should keep the work environment between you and your virtual assistant strictly professional, and your conversations should mainly be about work and other non-sensitive topics.

2. Refrain from personal loans.

It is not advisable to lend money to your virtual assistant as this may complicate the working

relationship between you and your virtual assistant. This may make it awkward between you and your virtual assistant. Lending money to your virtual assistant may affect communication between you and your virtual assistant as they may not be able to speak up or suggest any ideas because they owe you money. This may put pressure on the virtual assistant as they might need help on a specific task, but because they can't talk about it, they just suck it up, which will affect their performance. If the virtual assistant fails to pay back the money, this may ruin the relationship between you and your virtual assistant, and this will affect the business more. Your decisions may also be biased as you might try to recover your money by giving your virtual assistant more work to do, putting pressure on your virtual assistant. It is advisable to let an external institution deal with any finance-related matters so that the relationship between you and your virtual assistant does not become complicated. The relationship between you and your virtual assistant should strictly be professional.

3. Your VA is a “real person” and is given the same considerations as any normal staff member, e.g., sick days, family emergencies, etc.

A virtual assistant is a human-like you or any other person and hence should be treated as one. They should be treated like any of your normal staff. The only difference with a virtual assistant is they are working remotely, but they are an employee just like the ones that work with you in person. As such, your virtual assistant may fall sick or have an emergency they might need to take care of. It is advisable that you give your virtual assistant a reasonable leave of absence in the event that they may request permission not to show up to work because of unforeseen circumstances. Giving your virtual assistant a leave of absence creates worker loyalty because the employee feels valued, so they increase their dedication to their job. If you don't allow them time off to deal with their personal issues, they may sabotage your businesses, and this will affect your business. This will go a long way in ensuring your virtual assistant feels like a part of the organization as they are treated like other staff who are on the

ground. It is also important to include your virtual assistant in any team-building activities or counselling sessions you may offer other employees. This will make your virtual assistant feel valued and part of the organization.

4. Training your VA is essential; they must be onboarded and trained like any new member of your team. Set procedures and protocols that your VA should follow.

Taking up a virtual assistant is like taking up a new employee to work for you. The new employee needs to be welcomed to the organization and trained on the policies and procedures of the organization. Since the virtual assistant will be working remotely, it is important that they are fully onboarded and trained so that they understand your business processes, such as any special software you use or how to answer calls or respond to emails according to your specifications. Training your new virtual assistant will allow you to see any weaknesses they might have and how you can overcome them so that they do not affect your business. Communication is of paramount

importance during this stage, and you should provide adequate training materials for your virtual assistant, such as any scripts, slides, handbooks, or handouts concerning their work. During training and onboarding, you should lay out your expectations in terms of work to the virtual assistant. This allows uniformity of work between your virtual assistant and staff on the ground. Equipped with all the information, the virtual assistant will be confident in doing their work, and there will be reduced errors.

5. Manage your expectations- a VA cannot do a job meant for 3 people, so before you engage a VA, agree on the job description, workload, and your expectations.

A virtual assistant is a human, and humans can only do so much. A virtual assistant is a person working remotely and is not a robot doing tasks through artificial intelligence. As such, they are only able to do work a single person can do. You should delegate a reasonable amount of work to your virtual assistant so that they do not become inundated. When taking up your virtual assistant, you should agree on the job

description that is the reason the position exists, its objective, what work they'll be doing and responsibilities; and the degree of supervision needed. Giving your virtual assistant too much work may overwhelm them, and this may lead to unnecessary mistakes or a decrease in performance. Burnout, which is work-related stress that results from too much work, may affect your virtual assistant's health, and they may be exhausted all the time. Your virtual assistant may feel disappointed in themselves as sometimes they might not be able to give their best because they have a lot of things to do. Some people are perfectionists and are very precise about the quality of their work. This frustrates them and will decrease their performance. This, in turn, affects your business as your clients may view you as unprofessional, or you do not know what you are doing.

6. It is important that your VA has the necessary hardware, software, and training needed to carry out their duties effectively.

You should provide your virtual assistant with all the materials necessary for them to create

their duties effectively. This may include any special hardware, software, handouts, handbooks, or manuals that are relevant to the work your virtual assistant does. These will help your virtual assistant do their work effectively as they have all the information and material required to do their duties. If your work requires your virtual assistant to bring their own technology (BYOT), ensure that they know what is required for them to discharge their duties effectively. Having the necessary hardware, software, and training increases productivity and reduces wastage. It also makes it easier for your virtual assistant to do their job. When your virtual assistant doesn't have the right tools, and they are forced to do their job with what they have, it may cost your company its reputation as they may not perform up to the level expected of your business. Your reputation may be ruined because your virtual assistant may do substandard work, which is not expected of your business by your clients

7. Communicate, Communicate, Communicate...

Communicating effectively in the workplace is a critical aspect of getting any job done, whether it occurs in person or virtually. Communicating well with your virtual assistant means that you and your virtual assistant are on the same page in terms of duties they are supported to do. You should build a personal relationship with your virtual assistant so that they don't feel alienated from the rest of the people. It is advisable to create a feeling of open communication between you and your virtual assistant such that if there is anything your virtual assistant may need or they feel might need to be changed, they won't hesitate to contact you. When communicating with your virtual assistant, you should keep the message direct and simple so that the virtual assistant knows and understands what is expected from them. There are different ways to communicate with your virtual assistant. This can be through emails, video conferencing software such as ZOOM, or project management software where you can communicate the tasks your virtual assistant is supposed to do. Lastly, provide

feedback about the work your virtual assistant is doing. This will help your virtual assistant know the areas they are doing well in and which areas need improvement. Providing feedback can work as motivation for your virtual assistant.

8. Leverage cloud app for easy access and sharing of files.

As technology is evolving, many businesses are moving their processes to the cloud. Cloud apps have many benefits as compared to local apps. With cloud apps, it will be easier for your virtual assistant to access and share files related to your business. This is better compared to having to send files to your virtual assistant as per request via email. Using cloud apps helps your business save a lot because there is no need for any hardware for servers or storage purposes. Using cloud apps means you don't have to incur any costs related to IT issues because the cloud service providers are the ones that maintain the cloud apps to ensure they are up and running. You only have to pay a fee to use their cloud services. Cloud apps have improved data security, and the apps are

updated automatically to the latest through the cloud service providers. Cloud apps mean your virtual assistant can access any information or services your business may have subscribed to, wherever they are. All these benefits allow you to focus your resources on other areas of your business, including making your virtual assistant's job easier.

9. Personal and proprietary information between the client and their VA must remain confidential at all times.

Your virtual assistant will come across personal and proprietary information while doing their work. Personal and proprietary information relates to information that is not known to the public. This information may be trade secrets, finances, manner of operation, the technology used, and subscribers, to name a few. Having your virtual assistant know that such information is private will go a long way in your relationship with your client. Leaking of such information may get you sued, and this will damage the reputation of your business. Leaking confidential and proprietary information may be seen as theft of intellectual

property and may attract fines or imprisonment. Therefore, it is your duty to explain to your virtual assistant about confidential and proprietary information and the dangers of leaking such information to them and to your business. To prevent the leaking of proprietary information, you should carry out a security check on all official and unofficial accounts of your employees at least once a month and keep a regular check on the outflow of confidential information from the company. Information control and management procedures should be put in place to reduce the risk of any information leakages. There are cases where your virtual assistant might accidentally leak information. In cases like those, thorough investigations should be done to establish what really happened, and if indeed it was an accident, then the virtual assistant can be given the benefit of the doubt. Non-Disclosure Agreements may also be signed that clearly highlight the parameters in which information is not to be shared and the consequences.

10. Review often and redirect as needed.

It is important to review your virtual assistant's duties often and to redirect them to other areas as needed to improve their knowledge of other areas of the organization. Reviewing helps your virtual assistant know how they are performing and if there is a need for any improvement in any area of their work. Employee performance is measured via performance appraisals, which allows them to recognize their own strengths and flaws. Employees will attempt to overcome their flaws and strengthen their strengths as a result of this, which aids in their personal development. As a result, their performance will improve, and they will gain new abilities and experience. Reviewing your virtual assistant's performance helps you in developing future training policies. Reviews also help your virtual assistant to be accountable for their work. Redirecting your virtual assistant has the benefit of encouraging self-development; it gives employees a break from arduous job duties and helps you identify where your virtual assistant works best. Redirecting your virtual assistant may help you discover hidden talent your virtual assistant might have that you or they

might not know of. However, redirecting may lead to a loss of specialized skills as your virtual assistant may not be in a role long enough to master any skills of that particular area. It may also decrease productivity as you might redirect your virtual assistant to an area they might not be very productive in.

Key Takeaway

While some topics may be difficult to discuss, it is important to create boundaries with your Virtual Assistant to maintain healthy relationships. Ensuring they are well equipped, and communication is above board also eliminates the existence of gray areas

Chapter Nine

Make a Positive Impact in the World

My partner and I are active Christians who are kingdom-minded. We created this business to put people back to work who were well-skilled and want to provide for their families. As we formulated a plan, we decided that this organization could also be a ministry for us To make a positive impact in the world. At that point, we decided to give 51% of all profits to Christian ministries and signed an agreement stating such. Now, God is using us to make a global impact around the world.

Win, Win, Win

I like to think about our business as a Win, Win, Win.

First, it's a Win for you as a business. We provide employees to you with substantial savings so you can grow your business.

Second, it's a Win for the people of Zimbabwe. As mentioned earlier, Zimbabwe is in an unemployment crisis. In such economic environments, one person having a job means the ability to feed a family of four, or six, or even an extended family. Providing this opportunity brings joy to our clients. In fact, they ask us all the time: "Hey, could you have somebody take a good picture of our employee? We want to put it in our office. They work for us, and they are part of the family." You can participate in life impacts like this as well.

Third, it's a win for Christian ministries around the world. Over the years, I've participated in overseas ministries. One of which is caring for Haiti's people in the aftermath of the 2011 earthquake. Since that time, I have made 20+ trips to that country. On one of those trips a few years back, I remember thinking, "You know what, I just need to sell everything, move down to Haiti, and make an impact." However, in my prayer time, I felt God telling me, "JW, I need you to make profits in your business so I can make an even bigger impact around the world. I have plenty of people who can come down here

and live, but I need someone to be a funnel to pass financial resources through.”

From that point forward, that became a mission in my life. One of the many success stories I have is contributing to an orphanage in Haiti and assisting kids to go to a university or technical school after leaving the orphanage. One of the children, Judnel, has grown and is now going to medical school to be a doctor back in Haiti. I know that Judnel is going to make a huge difference in his country, and I am proud to say that God used me to play a small part in that.

Some Positive Impact Stories

One of the ministries we support is Global Impact (globalimpact-now.com). This is a non-profit/501c3 that actively invests in the people of Zimbabwe, the community, and people worldwide. During the recent pandemic, we were able to feed 322 broken families in the community of Epworth. These families are mostly headed by single women who have been left with disabled children to care for without any government or social support programs.

The children range from babies to young teens, with some reaching into their twenties. These families were out of food and in desperate need of assistance. We stepped in to make a difference.

We have a consulting firm in the USA that took a personal visit to Zimbabwe with four members from their team. My wife and I were able to show them the beauty of Africa and allow them to see their employees in action first-hand. They also visited the community of Epworth. While there, they saw the hope given to these desperate families, and it made a marked difference in all of their lives. And, while they had always been invested in their two employees, they came away even more committed, knowing that their money was impacting not just their employees but also people like the families of Epworth.

One of our clients has an extensive dental practice in Fort Worth, Texas. They have Melody on their team, who works for them in Harare. Every time I head to Africa, they ask me, “Hey, we want to send a care package to Melody, some goodies from our office, and

handwritten notes and cards.” I feel like a pack mule, but I haul it over there and deliver because doing so makes the team in Fort Worth feel happy and joyful. And as for Melody? You can’t imagine the smile on her face when she feels the love they send.

The Takeaway

We often hear from business owners, “I’m serving my community. But what kind of impact am I making in the world?” In response, we tell them, “We have the perfect opportunity to do just that. Not only will you be saving money and growing your business, but you will also be helping a needy family in dire circumstances, AND a good portion of what you are paying to us is going to assist people worldwide. It doesn’t get better than that.” This is why we do what we do. We can talk all day about *what* we do and *how* we do it, but I think the most important thing is *why* we do it. We want to bless you, bless the men and women in Zimbabwe, and bless ministries around the world. That’s why we do what we do.

Chapter Ten

How Do I Get Started?

Our process is quick and straightforward. There are two ways to begin. First, you can go to SupportRealtor.com and click “Schedule call.” From there, you can schedule a convenient time to set up a call with our sales team.

Alternatively, you can go to SupportRealtor.com and click on the button that says, “Begin Here” and fill out the matrix. We will then contact you to review our processes and answer any questions you might have. Once either of these is complete, you can sit back and relax as we begin the short journey to find you the perfect employee.

About the Author

As an early entrepreneur myself, in the seventh grade, my sister used to buy me the big box size of POP ROCKS at the grocery store. If you remember, you put the rocks in our mouth, and they popped. Genius! Back then, you could buy them for five cents a pack if you purchased them in a pack of 50. My sister Jamie fronted me the money to buy them (she was out of high school by that time), and I then sold them for 10 cents a pack. Even then, I was a dreamer of owning my own business one day.

J. W. Oliver was born in France. He is the son of a proud, hard-working Air Force Master Sergeant from North Carolina and a Texan momma who raised four kids and taught them to love Jesus. JW spent most of his life in Texas, where he was married and raised two children.

As an entrepreneur since age 12 selling “Pop-Rocks” from his middle school locker, JW has started up more than 20+ companies. These

range from dental imaging, an Outsourcing center in Africa, an international property management group, a collegiate summer baseball team, a gym, and even a skateboard park. (The last three being colossal failures.)

He is also an avid traveler and fitness buff who enjoys seeing the world and taking part in high-energy sports. JW has completed two ½ Iron-Men races, nine Half-Marathons, hiked 6 days from Cusco to Machu Picchu, and will be climbing to Everest Base Camp in 2021 after a “flu delay” in 2020. All after the age of 48. He is a pilot, author, and podcast host. He loves to see others laugh and smile and desires to lit and encourage others by showing them Jesus. J.W. is currently the managing partner for ZimWorx.com and Global Imaging.

Additional Success Stories and Testimonial

We have so many success stories to share; here are just a few.

One of our clients had an existing dental office and wanted to open a second office. As a foreign dentist, she also had a language barrier to compensate for. She needed someone to be on the phone who sounded more like a person from the United States.

We managed to find her a person to handle all her insurance verifications as well as schedule appointments and make general screening calls. This dentist has now been able to open her new dental practice and enjoy substantial savings.

I manage an imaging company, am the managing partner at ZimWorx, run our non-profit Global Impact Ministry, and help my daughter with her new start-up business. In other words, I have way too many irons in the fire, and I needed help.

Then Clara arrived. Clara is exceptionally bright, motivated, and passionate about her work. As I watched her complete her tasks, I decided to elevate Clara to a higher position as my Executive Personal Assistant. She's been with me for two-and-a-half years and has literally taken 50% of what I do off my plate and saved me 50% in costs. She is awesome!

There was an executive who wanted to get into the animation production business. He had been dreaming of this business for 10+ years. Still, he couldn't put it into action because of the cost of animators in the United States. He just didn't have the budget.

One morning we were having coffee, and I shared with him what we offered. In under a month, he had hired three animators in Zimbabwe and was off and running.

One of our entrepreneurs had an existing business and also wanted to start as a Security Company. However, he couldn't figure out how to do it. We helped him find the needed salespeople to go through his client list, do outbound sales calls, and talk about what they

offered. Now his business is off the ground and doing well.

We also assist large companies. One of our clients is a significant medical billing company with over 500 employees. When they heard of our services, they hired five people over a span of four months and have now expanded their operations into some areas they hadn't been in before.

Testimonial

Support Realtor helped me fill the gap in my business. I'm a great agent, and thankfully, very busy. I needed help managing the business. I now have a college educated and highly skilled Executive Assistant that is proficient in Business Management, Quickbooks, Human Resources (Recruiting & Hiring), and helps me manage every facet of my growing business.

My Virtual Team Member is helping me write my operations guide! The backlog of projects is almost gone, and I expect to double my volume in the next year. I am now free to do what I do best – sell homes!

I told Support Realtor what I struggled with, and they helped me find the right fit for my team.

I'm proud to support this faith based company. They are well trained and committed to my success. The economic impact this company is having in Africa matters to me. I'm all in!

I highly recommend Support Realtor.

Deborah Morton

– CEO- The Clareo Group- Compass



Here's how to Get Maximum Business Growth with Minimum Employee Cost

Sourcing highly educated virtual assistants to perform tasks for your business is a problem faced by most realtors. The challenge begins when you start looking to bring on new employees. Where do you find highly skilled loyal virtual assistants? After tackling this obstacle, now you look at the hard costs of bringing new people to your team. You can't grow unless you bring on new employees, but you must make sure the cost of bringing on those new employees will help improve profitability and not put you in the red.

It is time-consuming and costly to hire an employee in the traditional manner. You must look at all the acquisition costs as well as health insurance, workman's compensation insurance, sick days; I could go on, but you get the picture. So what's the solution? You need to grow but you need to in a way that makes sense financially. We have created a scalable system for you to efficiently grow your business into the future, without the added costs of bringing in employees to your physical location. The answer is Remote Virtual Teams with Support Realtor. If you'd like to learn more, visit SupportRealtor.com or call direct on +1-940-757-0022.

Running a business can be hard. Let us handle your Outsourcing so you can focus on your passion and growing your business.

