

1. Tell us about a time you successfully learned a new process, system, or skill at work. What helped you adapt, and what was the outcome?

When I had my first full-time client, The shadowing process felt like a revelation to me. It opened a whole new wave of tasks and made me understand the various regulations and requirements. I was taught how to process bank reconciliation, keep track of compliances, send work orders / quote requests, and receive and record compliance certificates along with data entry.

I approached the learning process as if I am a student with the mindset of an empty mind and that there is a lot to learn. With me being new to the industry, there were times that I felt burnt out. But repetition of performing the tasks along with asking questions to my trainer made me adapt successfully to the tasks.

In the end, I was able to perform the tasks successfully and with minimal to no mistakes as I got more used to the process and tasks needed to be completed every day.

2. Share an example of a challenge you faced at work and how you worked through it. Looking back, what did you learn that has made you stronger in your role?

With my second full-time client, I was a bit taken back by the new processes that included calls. As someone who got comfortable with the tasks that was required to me by my previous client, I had difficulty and lack of confidence in taking in calls especially, as I was not familiar with the flow and the new processes to satisfy the inquiries of the different types of callers like the tenants, property managers, inspectors, electricians and other trades. As the calls can have a wide range of different scenarios and how to tackle each one.

To get back on track in being comfortable with calls, I was observing my teammates and taking note of usual spills and inputs they do while on call. I also practice these scenarios and act it out alone after work. Also, repetition and continuous questions and advice from my teammates got me back to the confidence level in which I only need minimal and eventually no supervision needed.

In this learning process, I have learned that communication and admission that you need to improve are key areas for a better and smoother transition if you are having difficulty or are new to the task given.

3. What methods or habits help you stay organised when managing multiple priorities or deadlines? Please include an example of how these habits have helped you work effectively.

The main habit I developed to manage priorities and deadlines is developing routines. It starts the night before workday. I have already conditioned myself by preparing my clothes and things and keeping reminders on what I need to do for tomorrow and sleeping early. By preparing myself mentally, I can condition myself to manage priorities from work.

I apply routines as well with my tasks. Once I start to get familiar and comfortable with the tasks given, I would start developing a flowchart in my head, complete with consideration to other possible scenarios that might happen other than usual. It will come to the point that the routine might feel like “muscle-memory” for me.

When the time comes that I have multiple priorities or deadlines for the day, I make sure to communicate this with my POC on what tasks I am handling and make a list of the things I should prioritize and what is the most probable that can be done for today.

Then, I follow the list, setting an approximate deadline for myself to have ample time for my other urgent tasks. I think the habit of communication and building up routines are essential in managing priorities.

4. Tell us about a work achievement that you're most proud of. Why was it important to you, and what impact did it have?

Getting the 100% Appraisal for my first year in the company while also getting the Q4 MVP from last year from my previous TL while still being new to the company.

Achieving 100% Appraisal is very important to me as I was able to prove to myself that I can dedicate my time, effort and sacrifices in a meaningful manner with the mindset that I should be able to show up no matter the circumstances.

Attaining the Q4 MVP for my team came as a surprise for me, but I feel honored and appreciated. My mindset during that quarter (and the rest of my career) was to be punctual. It was even the greatest trait I mentioned in my introductory video. With this achievement, I was able to fulfill my promise and show myself that I can back up what I say.

5. What qualities do you believe make you an excellent Virtual Assistant for Australian clients? Can you share an example of how you've demonstrated these qualities?

I think the 3 main qualities an excellent Virtual Assistant must have are; Communication, Reliability and Accountability.

Having good communication skills will not only help you do your tasks more efficiently but also help your client in understanding and feeling much more connected with you as an individual and not just an employee.

Being an effective communicator is a bridge that can build trust, understanding, and rapport with your client. With this, you can ask for clarification, give your thoughts, and give honest feedback, and many more. Communication can also encourage adaptability, collaboration, and show willingness to learn. I have shown this by me having great working relationships with my past clients. Not only showing rapport but also trust during my time with the two companies.

Being reliable is a trait I live by. I pride myself in being punctual and someone that shows up even in difficult times. A reliable Virtual Assistant gives the client confidence and trust that the VA will always be of help and can be relied upon. Being reliable also shows that the employee is organized, takes initiative, and has the necessary attention to detail because he is attentive with his punctuality and availability. Having the 100% Appraisal and earning and MVP award is proof that I can be a reliable employee.

Accountability is also a must have quality for a Virtual Assistant. Being accountable for your work, admitting if you have mistaken, and being particular with the quality of work you put through shows that you are responsible and a mature employee that can be relied upon by your client. Accountability also requires, Problem-solving skills, attention to detail, and initiative. I have demonstrated this set of qualities through the feedback given by my previous clients. Even though I am not perfect, I still pride myself in accountability and continuous improvement of my output.