

THE VA HIRING PLAYBOOK

Hire a virtual assistant who sticks.

The scorecard, interview questions, paid trial, access setup and 30-day plan we use to hire and onboard virtual assistants. Fill it in as you go.

What's inside

1. **The role scorecard.** Define the job before you look for anyone. Page 2.
2. **Interview questions.** Twelve questions and what good answers sound like. Page 3.
3. **Paid trial and access setup.** Test real work, then give access safely. Page 4.
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The two reasons remote hires fail

The job was never defined. The owner knew it in their head and explained it once on a call.

The person had never done it. They were learning on your customers and your time.

This playbook fixes the first. Hiring people who have already done the job fixes the second.

Before you start: three decisions

Hours

Add up the weekly hours your task list really takes. Under 20, part-time usually fits.

Coverage

Which US hours must be covered live? Which work can be done overnight, ready by morning?

Management

Who checks the work each week? If the honest answer is nobody, choose a managed service.

Role scorecard

One page that defines the job. You'll screen against it, onboard from it and review against it at 30 days.

Role title

Mission One sentence on why this role exists.

Outcomes at 90 days Three to five results, with numbers where you can.

Recurring tasks

Tools they'll use every day

Hours and US coverage

Must-have experience Be specific.

How we'll measure the first 30 days

Example of a specific must-have: "Two years of customer support in Gorgias for an online store" tells you far more than "good communication skills."

Twelve interview questions

Hold the interview live, on video, so you hear spoken English and how they think on the spot.

ASK	LISTEN FOR
Walk me through a normal day in your last similar role.	Concrete tools, volumes and routines, not general claims.
What's a task you took over and made better?	Initiative, and a before-and-after they can describe.
Tell me about a mistake you made at work. What happened next?	Ownership, how fast they flagged it, what they changed.
How do you decide what to do first when everything is urgent?	A real method, and knowing when to ask.
When would you contact me, and when would you decide yourself?	Judgment about escalation. Neither "always ask" nor "never ask."
Which tools on our list have you used, and for how long?	Honest levels. "Used it daily for a year" beats "familiar with."
How do you keep track of recurring tasks and deadlines?	A system: task board, calendar, checklists.
Describe your work setup: internet, backup, workspace.	Backup internet and power, and a quiet private space.
How do you handle confidential information?	Password managers, no personal apps for client data.
What hours can you reliably work, including US hours?	A clear, sustainable schedule, not "any time."
What would you need from me in your first week?	Specific asks: access, SOPs, examples, a check-in time.
What questions do you have for me?	Questions about the work itself show real interest.

Tip: confirm past roles with a reference or the employer, and run a background check before they see anything sensitive.

The paid trial

The single best predictor of how someone will work. Keep it short, real and paid.

- ☐ Use a real task from your backlog, or one very close to it.
- ☐ Keep it to two to four hours of work.
- ☐ Write the brief exactly as you would for a hire.
- ☐ Include one ambiguous detail and see if they ask about it.
- ☐ Set a deadline and see if they meet it.
- ☐ Give one round of feedback, then judge the revision.
- ☐ Pay for the trial, whatever the outcome.
- ☐ Score it against your scorecard, not your gut.

Access setup

Do this before day one. It protects you and makes offboarding a five-minute job.

- ☐ NDA signed and background check complete.
- ☐ A named account in every tool, never a shared login.
- ☐ Delegated email and calendar access instead of your password.
- ☐ A shared password manager vault for anything else.
- ☐ Two-factor authentication on every account.
- ☐ Only the permissions the role needs.
- ☐ Refund, payment or approval limits written down.
- ☐ For patient data: a business associate agreement first.
- ☐ A written offboarding list of every access to remove.

Communication rules for week one

Channel: _____

Reply within: _____

Daily check-in time: _____

Always escalate: _____

The first 30 days

Hand work over one task at a time, simplest first. Most early problems are unclear instructions, not the wrong person.

WHEN	FOCUS
Week 1	Access set up. SOPs or screen recordings for the first three tasks. Your VA shadows, asks questions and starts the simplest task. Daily feedback.
Week 2	Two or three recurring tasks move over. Drafts reviewed before they go out. A shared task board shows what's in progress and what's done.
Week 3	Routine work runs without review. Your VA writes up SOPs for anything you taught verbally and suggests fixes to wasteful steps.
Week 4	Thirty-day review against the scorecard. Keep what works, fix what doesn't, and choose the next tasks to hand over.

Weekly review template

Done this week

Stuck or unclear

Numbers vs target

Hand over next

WANT THIS DONE FOR YOU?

Snova PH scouts, vets and matches Filipino VAs who have already done the job.

snovaph.com/book