



THISTLE ADMIN

Virtual Assistant

My passion is helping a customer focus on growing their business, while I take care of the time-consuming administration functions.

Company Profile

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Let me be your *HELPING HANDS!*



INTRODUCTION

Hello and Welcome to Thistle Admin!

I am Morag Davis and I have been in many branches of administration during my career in the corporate world as well as in smaller, customer-oriented company since completing my secretarial diploma from the Birnam Business College in 1991. Twelve years of my experience were working with customers and dealers in southern Africa and I understand many of the difficulties of working, logistics, negotiations, and travelling in Africa.

The administrative functions of a growing company often prevent busy entrepreneurs and small to mid-size business owners dealing with the core business, causing delays in full company expansion being achieved.

This is where a Virtual Assistant becomes your strongest weapon in developing and maximising your organisation. Let me worry about your office administration, social media activities, and organisational tasks while you work on your business.

For large corporate companies, a Virtual Assistant can be of benefit for any overflow or backlogs in a department as well as filling in for staff who are out of the office on extended leave.



My varied experience gives me the required skills to assist your company as a Virtual Executive Assistant as an enthusiastic, discrete, confident, polite, professional, trustworthy part of your team. My home base is Sunny South Africa and I am English speaking (with a working understanding of Afrikaans). My passion for my work comes from developing strong working relationships with my clients and becoming an integral part of their company problem-solving.

Advantages of hiring a Virtual Assistant:

- Increased productivity
- Professional service
- No office space needed
- No recruitment costs
- No permanent staff to be employed and managed
- No PAYE, UIF and Leave Pay
- Lower Overheads
- Choose the hours you require to be worked.



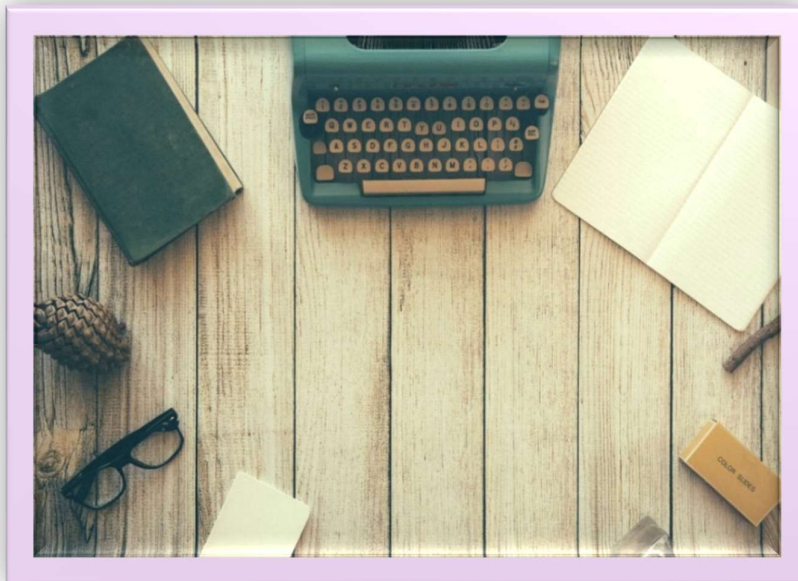
SERVICES

Social Media Management

- Set up social media accounts (Facebook, LinkedIn, Instagram, Twitter or Pinterest)
- Update social media accounts with articles and information from company websites or as required by the customer.
- Canva graphics and document creation
- Doodly video's and graphics
- Website Design (WordPress)
- Assisting Bloggers with researching, formatting and editing blog posts

Document Management

- Templates for regularly used documentation
- Document Creation (Word, Excel, PowerPoint)
- Online Filing and Document Storage Management
- Ensure company documentation complies with the company brand book
- Assist with creating and updating policy and procedure documentation



Executive Administration

- Email and Diary Management
- Virtual Meeting Arrangements
- Creation of presentations for customers and meetings
- Data Base Management (Contacts, Vendors, Suppliers, etc.)
- Travel (Itineraries, Research, Quotes, Booking of Flights, Accommodation & Vehicles)
- Basic HR functions (i.e., Leave schedules)

Reports

- Creating monthly and yearly reports based on company figures (ie. Sales, Orders, Items, Parts, etc)
- Feedback on projects
- Analysis on Social Media activity

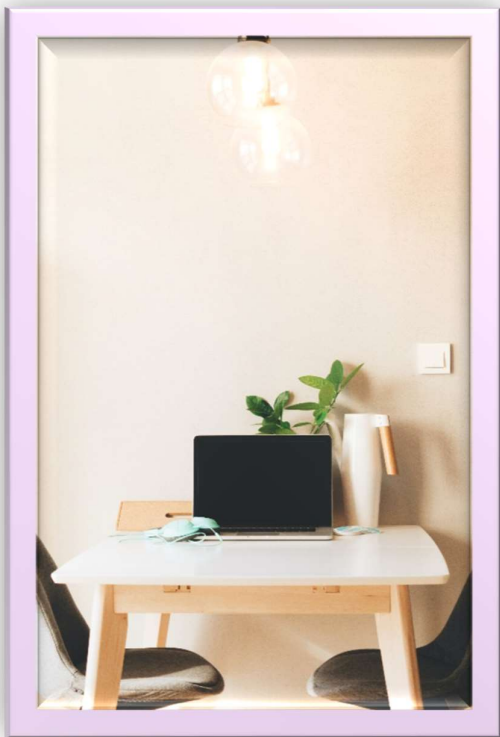


Typing & Data Capture

- From handwritten notes, photographs of lecture documents, research documents, etc
- Information and Layout of Presentations
- Minutes from meetings, interviews, arbitrations, etc
- Data Capture for Data Bases
- Spreadsheet creation and manipulation
- Creating costings and quotations

Transcriptions & Proof Reading

- Sources - Audio and Video files
- Creation of Transcripts, Interviews, Lecture Notes, To-Do Lists, Tertiary Documentation
- Editing existing documents
- Assist web designers and customers with proofreading and checking new content
- Ensuring formatting and numbering on documentation is consistent



Research

- General research summaries
- Specific content research for customer documentation & projects
- Assist web designers with content as required by the customers

Concierge Services

- Restaurant bookings (business or personal)
- Arrange gift or flower deliveries
- Ensure attendance of invitees to events or meetings

Collaborating Partners

- Graphic and Web designer
- Web and Digital design
- Marketing solutions
- Event solutions
- Branding and printing solutions
- Corporate Gift solutions
- Bookkeeping services



SKILLS

Microsoft

- Outlook – Advanced
- Excel – Advanced
- Word – Advanced
- PowerPoint – Advanced
- Teams – Intermediate
- One Note – Intermediate

Google Suite – Intermediate

Express Scribe Transcription - Intermediate

Canva – Intermediate

WordPress – Intermediate

Photoshop – Basic

Doodly - Basic

SAP - Basic

Soft Skills

- Customer Service
- Confidentiality
- Communication
- Listening
- Reliable
- Professional
- Pro-active
- Trustworthy
- Hard working
- Loyal
- Respect client privacy
- Curious
- Enquiring
- Willing to learn





RATES

Your choice of packages for your business.

Rates are dependent on the number of hours required on a sliding scale (more hours equate to lower rates).



Hourly

- A set rate per hour worked on an ad hoc basis (minimum is one hour per project).
- Invoicing on completion of work.
- Payment is COD.

Monthly Retainer

- Regular 10 to 60 hours per month for ongoing tasks.
- We can negotiate pricing for additional hours.
- Invoicing is monthly (in advance).
- I shall supply a timesheet at the end of every month.
- Unused hours will roll over for 1 month and then fall away.

Projects

- A project with a set timeframe at an agreed rate based on Retainer Rates.
- Set tasks to be agreed upon before the project commencement.
- Deposit of 50% and balance due on completion of the project.