Ecommerce, Shopify and Amazon FBA Business

Ecommerce, Shopify and Amazon FBA Business most requested tasks list.

PRO TOP VA

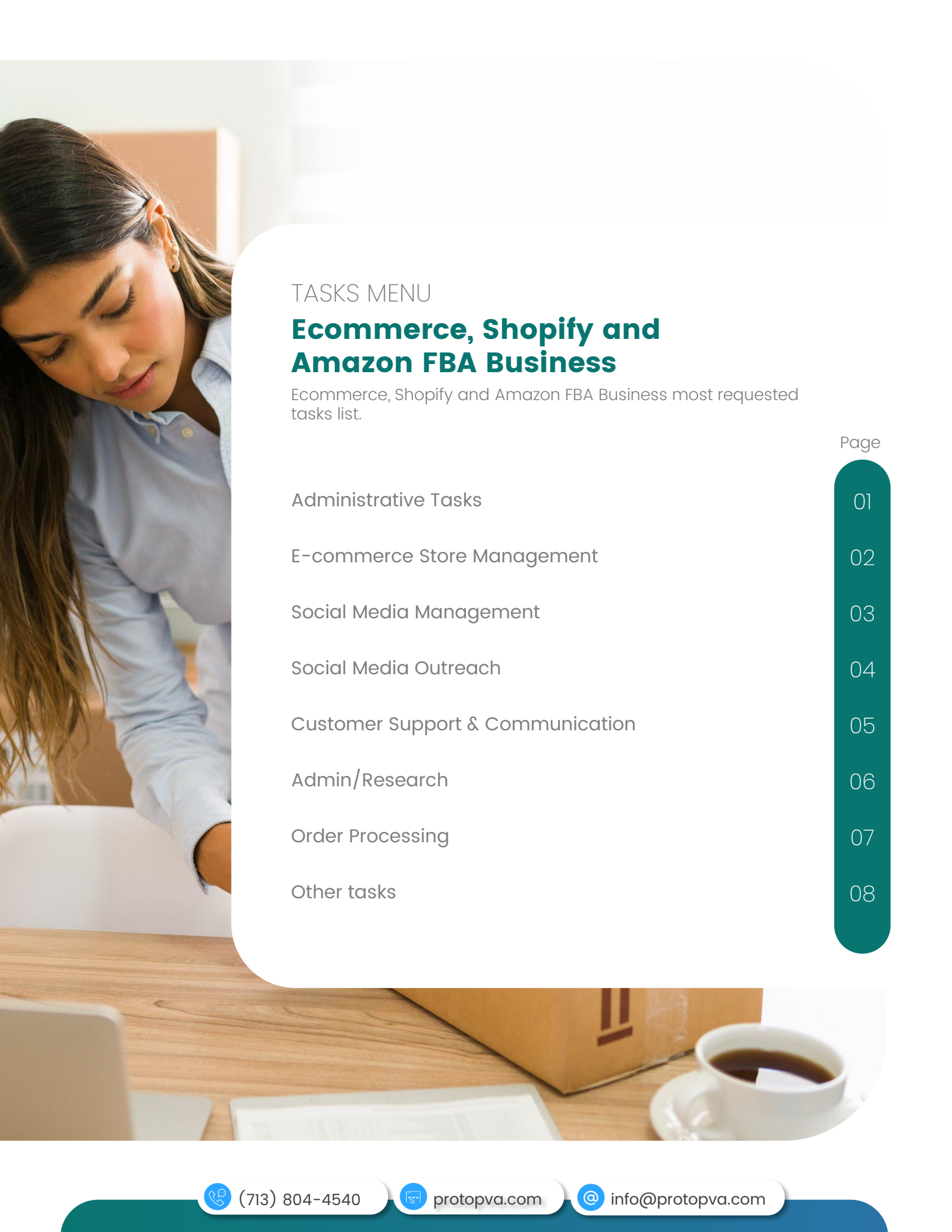TASKS MENU

Ecommerce, Shopify and Amazon FBA Business

Ecommerce, Shopify and Amazon FBA Business most requested tasks list.

Ecommerce, Shopify and Amazon FBA Business Virtual Assistant

Administrative Tasks

01

Manage your schedules.

Manage your files.

Handle your travel arrangements.

Prepare presentations.

Create reports.

Run your personal errands.

E-commerce Store Management

02

Ensure the website is kept up to date with seasonal relevant products, updated imagery, and banners, new-in products, regularly updated category pages, etc.

Upload new products ensuring deadlines are met.

Social Media Management

01 Manage social media like Facebook, Instagram, Tiktok etc.

02 Help with social media content organization, scheduling & management.

03 Monitor organic posting and curate other's content.

04 Monitor & respond to messages/inboxes on any social media channel.

Ecommerce, Shopify and Amazon FBA Business Virtual Assistant

Social Media Outreach

03

Reaching out to influencers regarding the products and trying to get collaborations.

Create reports that show the results of social media outreach work periodically.

Find ideal contacts/leads/clients and reach out to them via DM (Direct Message).

Follow the scripts provided, but also take the initiative to know how to answer.

Have written conversations as naturally as possible and focus on trying to help.

Keep track of who they're in touch with and qualify leads into the client's CRM system.

Report how many leads they were in touch with during that week /month/ etc., as well as the result of the responses for each client.

Research focusing on the client's buyer persona (ideal client for the company) through hashtags or other accounts.

Send and receive DM messages from /to leads through the client's social media accounts (Facebook, Instagram, etc).

Ecommerce, Shopify and Amazon FBA Business Virtual Assistant

Customer Support & Communication

04

Reply to emails & chats through their ticketing software.

Talk to people who are mainly existing clients, as well as new potential ones.

Answer chats/emails from new people requesting information.

- Be in charge of communication with the clients regarding the questions they may have about the products and services.

- Manage client requests, questions about projects, etc. directly via email

- Customer service and support via social media.

- Publish posts on different social media channels (Facebook, Instagram, YouTube, LinkedIn, etc).

PRO TOP VA

(713) 804-4540

protopva.com

info@protopva.com

Ecommerce, Shopify and Amazon FBA Business Virtual Assistant

Admin/Research

05

Researching new apps and technology.

Researching places for photoshoots.

Creating purchase orders for office products as needed.

ORDER

Ordering products and samples online.

PRO TOP VA

(713) 804-4540   protopva.com   info@protopva.com

Order Processing 06

Do not confuse customers with several types of order forms. Stick to one standard order form.

Update the customer with the order status.

Make sure that the order form is complete with all the necessary information.

Ask the customer for feedback.

Acknowledge the order to the customer through email.

PRO TOP VA

(713) 804-4540   protopva.com   info@protopva.com

Ecommerce, Shopify and Amazon FBA Business Virtual Assistant

Other Tasks

Website Design, Maintenance, and Development

1. Unless you're good when it comes to web design and development, this part is better left to experts.

Inventory Management

1. You'll start with a small, manageable inventory at first. It's something that you can simply keep track each product.
2. Adding new products, deleting products from the inventory, tagging products that are out of stock, uploading product photos, or migrating products to a new platform.

Writing Product Descriptions

1. A product can have a number of variants (eg. scent, flavor, color, print, etc) yet good SEO practice states that each one of this should have unique product titles and descriptions.

Payroll

1. Like accounting and bookkeeping, payroll processing is not directly related to profits, yet it's an important supporting function.

Content Creation

1. Blogging increases your chance of ranking higher on search results because this sends signals to search engines that your site is active. Blogs also serve as a way to establish authority in your field and to build a community with your customers.

Bookkeeping, Accounting, and Financials

1. Your books will tell you the health of your business. Some businesses fail not because they had no profit because they ran out of cash.

Market Research

1. Here's the scenario: you're thinking of changing the design for one of your products but you're not sure how the market will respond. How will you test the waters? This is where market research comes in.
2. You can expect an objective and unbiased view from your partner, third-party company.
3. Market research companies have access to more customers; thus, they can offer you more accurate data.
4. Processing big data needs advanced systems (not just a spreadsheet) and these are available to specialists.

PRO TOP VA

(713) 804-4540   protopva.com   info@protopva.com

SEO/SEM

1. It is the more affordable solution in the long run. You may think that giving SEO or search marketing as an additional task for your staff is the cheaper solution but if you value the cost (in terms of money and time) of learning how to do SEO well vs. getting a specialist, the latter provides the most value for your investment.
2. Your SEO specialist is an industry outsider. Through discussion, there is a huge possibility that you will be able to generate more ideas as you hear objective inputs. Your specialist will make use of specific tools to be more efficient for the job. If you take this task in-house, you'll need to pay for premium tools and you'll also need to spend the time to train your staff.

Email Marketing

1. Marketing brings more business in and it's hard to imagine a company outsourcing the entire function. However, working hand-in-hand with experts is not a bad idea. It takes more than being persuasive with words to be effective in email marketing. You need access to special tools to automate the process of sending emails at the right time and also to analyze and track conversions.

Video and Image Editor

1. Stellar product photos and beautiful campaign videos are the brainchild of highly creative and skillful individuals. These raw photos or footages will then need some tweaking from an expert editor.

IT Support

1. Business size doesn't matter when it comes to crashing websites and servers, malware attacks, and corrupted data. These are some technical issues that a small business might experience during operation hours and these can only be addressed by an IT support team.

PRO TOPVA

Book A Call

Ecommerce, Shopify and Amazon FBA Business