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# EXECUTIVE VIRTUAL ASSISTANT

Overwhelmed with emails or struggling to keep on top of your day-to-day tasks? If you're like most business executives, you're always looking for ways to be more productive. But there's only so much time in the day, and sometimes it feels like there's just not enough of you to go around. When you hire an ProTech Staffing Administrative Virtual Assistant, they will execute the following tasks for you:

- Sort and triage email inboxes including responding, organizing, and tracking all correspondence.
- Organize and prepare for meetings.
- Schedule and manage calendar appointments.
- Ensure the executive is on time for events and meetings.
- Prepare and maintain excel sheets.
- Answer and respond to phone calls.
- Communicate messages and information to the executive.
- Co-ordinate & manage vendors.
- Utilize various apps to book executive-related needs such as transport, office supplies, event management, and meals.
- Handle printing and overnight packages.
- Maintain confidential and sensitive information.
- Co-ordinate special projects including creating PowerPoint presentations, financial spreadsheets, special reports, and agenda material.
- Assist with research and development tasks.
- Transcribe Zoom/Virtual meeting notes.
- Keep the executive advised of time-sensitive and priority issues, ensuring appropriate follow-up.
- Assist the executive with client negotiations and contracts.
- Attend to personal requirements such as booking family trips, children's activities, and dinners.





# SCHEDULING COORDINATOR

This expert manages calendars for key personnel, making sure that meetings are never missed and deadlines are met. everything runs smoothly.

- Send out reminders for scheduled meetings.
- Reschedule or cancel meetings in a timely manner.
- Manage and confirm travel bookings and arrangements.
- Keep stakeholders informed of project timelines and associated deadlines.
- Answer scheduling queries via email and phone.
- Document scheduling processes and keep thorough records.
- Perform other administrative tasks when required.
- Administer staffing schedules.
- Create spreadsheets for campaign schedules.
- Create critical time paths for projects.
- Create standard operating procedures for scheduling.



# PROJECT MANAGER

Your ProTech Staffing Project Manager will alleviate the grunt work that project leaders are burdened with during campaigns. We take care of all the little details that can quickly become overwhelming - from creating and managing to-do lists to scheduling tasks and deadlines.

- Co-ordinating and manage project tasks and deliverables.
- Creating and managing to-do lists.
- Assigning and scheduling tasks.
- Analyzing data as required.
- Conducting administrative duties, such as setting up meetings, drafting invoices, and drawing estimates.
- Tracking and reporting project progress.
- Create and maintain project-specific timelines/deadlines.
- Perform administrative duties.
- Configure and manage campaign-related digital platforms.
- Co-ordinate email outreaches.
- Manage campaign-specific schedules.
- Organize catering and venue-related bookings.
- Create post-campaign reports.
- Maintain task lists.
- Liaising with project stakeholders concerning project details and deliverables.
- Assisting in the planning and implementation of projects.



# DATA ENTRY REPRESENTATIVE

A ProTech Staffing Data Entry Representative is responsible for inputting data and making changes to existing data figures in digital databases.

- Recording Customer Profile Information
- Organizing customer lists
- Managing customer portals
- Consolidating customer information
- Product Listings Management
- Listing new products
- Customizing product listings
- Inventory management
- Pricing updates; Data Conversion
- PDF conversion, Word formatting, and document digitizing
- HTML conversion
- Book Conversion
- Copy & Paste
- Formatting & Editing
- Product Catalog Data Entry
- Maintaining Customer Relationship Management portals



## RESUME

# HUMAN RESOURCES ASSISTANT

A ProTech Staffing HR Assistant is responsible for providing administrative support to other HR professionals. Their duties include:

- Schedule onboarding sessions.
- Process payroll updates.
- Co-ordinate all HR related communications.
- Plan, coordinate, and implement staffing outreach campaigns.
- Schedule virtual and in-person interview sessions.
- Compile job descriptions for employment sites.
- Pre-qualify candidates for final interviews with management.
- Perform administrative duties, such as maintaining employee databases.
- Triage HR department emails.
- Maintain proper employee attendance records.
- Assist HR Managers with policy formulation, hiring, and salary administration.
- Submit online job postings, shortlist candidates, and schedule job interviews.
- Co-ordinate orientation and training sessions for new employees.
- Ensure smooth communication with employees and timely resolutions to their queries.

# BOOKKEEPER

The ProTech Staffing bookkeeper is responsible for supporting your organization's primary accountant. Duties include:

- Perform a wide range of clerical tasks, including data entry, account reconciliation, balance sheet maintenance, and general financial record keeping.
- Create reports or presentations based on company performance metrics, prepare tax filings, or even help to develop new systems or procedures to improve efficiency.
- Processing accounts payable invoices and payments.
- Managing and configuring accounting software such as Quickbooks, Freshbooks, Xero, and much more.
- Preparing financial reports using accounting software such as QuickBooks or Microsoft Dynamics GP.
- Reviewing and approving purchase orders before they are processed.
- Monitoring cash flow to ensure that bills are paid on time.
- Assisting the accountant with other tasks such as maintaining accounting records, preparing tax returns, and preparing financial statements.
- Perform collection and billing duties.





# PROSPECT APPOINTMENT SETTER

Looking to build your sales pipeline? Search no more. From building prospect databases to setting appointments, Our Prospect Appointment Setters will perform the following tasks:

- Manage and configure customer CRM portals.
- Identifying key decision makers in target companies.
- Collect and document co-ordinates for crucial personnel.
- Research potential clients.
- Create a database of prospects.
- Conduct phone outreach campaigns.
- Set appointments for key sales reps with prospects.
- Identify geographical regions for client prospecting.
- Handle and troubleshoot inbound/outgoing calls.
- Research product viability in conjunction with target markets.
- Strategize email outreaches.



# SALES SUPPORT REPRESENTATIVE

A ProTech Staffing Inside Sales Representative will primarily source sales via email, cold calling, and lead follow-ups. They will also be expected to:

- Create and maintain CRM databases.
- Manage a portfolio of opportunities, by identifying next steps, deadlines, and customer points of contact.
- Identify, and analyze customer needs.
- Prepare business proposals.
- Make call campaigns on customer or prospect targets to check customer satisfaction.
- Qualify and follow potential interests in the medium to long term.
- Make appointments for sales staff when needed.
- Create spreadsheets with competitive comparisons.
- Maintain and research industry-specific sales trends.
- Conduct telemarketing and inside sales.
- Understand and demonstrate products or services to potential customers.
- Set and meet sales goals and objectives set by leadership.
- Handle incoming and outgoing prospecting calls.
- Conduct warm and cold calling daily using a script.



# CUSTOMER SERVICE/ CALL CENTER SPECIALIST

The primary job of a customer service representative is to address customer issues and resolve them in a timely and efficient manner. Our call center representatives interact with customers on a variety of channels such as phone, email, and social media. They will ensure that all valid customer concerns are resolved by fulfilling the following:

- Respond to all current customer inquiries and resolve their issues.
- Perform receptionist services.
- Conduct market and competitor research.
- Originate and respond to emails, phone calls, and messages.
- Upsell your company's products and services.
- Provide chat support.
- Provide help-desk support.
- Conduct surveys.
- Engage with customers and prospects on social media.
- Guide customers through sales processes.
- Process customers' requests for refunds or discounts.
- Record customer feedback.



# MARKETING ASSISTANT

Your dedicated virtual assistant will coordinate all your online marketing needs with ProTech Staffing marketing and software teams. They will also configure your social media accounts to reflect your branding and sales strategies:

- Manage social media designs, calendars, and schedules
- Co-ordinate copywriting tasks
- Liaise with video editors and graphic designers to produce assets
- Strategise pay-per-click campaigns
- Assist with the administration of marketing critical timelines
- Social media promotion and marketing
- Digital product creation and marketing
- Website management
- Co-ordinate and manage blog content





# CREATIVE MARKETING EXPERTS

Want to bring your marketing department in-house? ProTech Staffing offers full and part-time marketing specialists including:

- Video Editors
- Graphic Artists
- Social Media Content Developers/  
Designers
- Creative Directors
- Web designers





# SOCIAL MEDIA EXPERT

ProTech Staffing's social media expert will oversee all your social media needs from curating, and editing videos to scheduling posts. Tasks include the following:

- Manage and execute your social media campaigns
- Respond to customer queries via social media platforms
- Configure social media dissemination software such as Hootsuite, Zoho Social, and Sprout Social
- Create social media calendar plans
- Identification, benchmarking, competitive research, and platform determination
- Capture and analyze social metrics
- Develop, edit, publish and share content
- Collaborate with Marketing, Sales, and Product Development teams to manage deliverables
- Build the visibility of your company's social content with page optimization techniques on all social media and search networks.



# PRE-PRESS GRAPHIC DESIGNER

The ProTech Staffing prepress and design team ensures that your projects are meticulously prepared for print or digital publishing. Our team confirms that the right fonts are used throughout the publication, that images are optimized, and that your brand guidelines are followed to the tee. In addition to this they will also:

- Use specialized publishing software to format and combine text, numerical data, photographs, charts, and other visual graphic elements to produce files ready for offset printing production
- Work collaboratively with writers, editors, graphic designers, and others to prepare their files for the offset printing production process.
- Paginate finished publications using specialized offset printing imposition software.
- Develop overall layout and design of newsletters, brochures, books, posters, and other documents.
- Scan and prepare client photographs and illustrations for the offset printing process, including color correction, image retouching and silhouetting, and special filtering and textural effects.
- Produce film negatives, color separations, high quality color proofs and finished offset printing plates.
- Troubleshoot and repair problematic files as needed.





# PHOTO EDITOR

Appearance is everything. We also understand that in order to get high-quality images, you need a talented Photo Editor to assist design and photo teams. Your ProTech Staffing photo editor will also perform the following:

- Manipulate photos to achieve the highest quality using the appropriate tools.
- Procure and enhance photos and images as needed.
- Facilitate photo research & curation across external and internal asset banks.
- Secure rights/permissions for images or artwork to support creative output & editorial storytelling.
- Track asset usage.
- Partner with the design and photo teams to create stunning visuals for any medium.
- Collaborate to create visual, innovative, and immersive storytelling experiences tailored to your specific needs.





# APP DEVELOPER

ProTech Staffing provides software developers to build your application from concept to implementation. Some of their tasks will include:

- Coding
- Designing
- Application management
- Troubleshooting
- Provide functionality based on design expectations
- Monitoring updates and possible security threats
- Providing end-user support
- Handle some project management tasks on the journey to building your new application





# WEBSITE DEVELOPER

Your ProTech Staffing Web Developer will work closely with graphic designers and programmers to create websites that fulfill your technical and design needs. The job description entails the following:

- Oversee the development of your website from concept to implementation.
- Code web applications and update them periodically to meet new design trends or security standards.
- Oversee the implementation of performance monitoring features to track website traffic.



web directory



# SEARCH ENGINE OPTIMIZATION ASSISTANT

Your SEO assistant will aid your digital marketing team by performing the following support tasks:

- Basic One-Time SEO Fixes
- Recurring Intermediate SEO
- Advanced AI-Based SEO
- 360 Degree Digital Marketing Services
- Social Media Management + Optimization
- Pay Per Click (PPC) Management
- Digital Marketing Strategic/Business Consultation
- Adsense/ ADX/ DFP



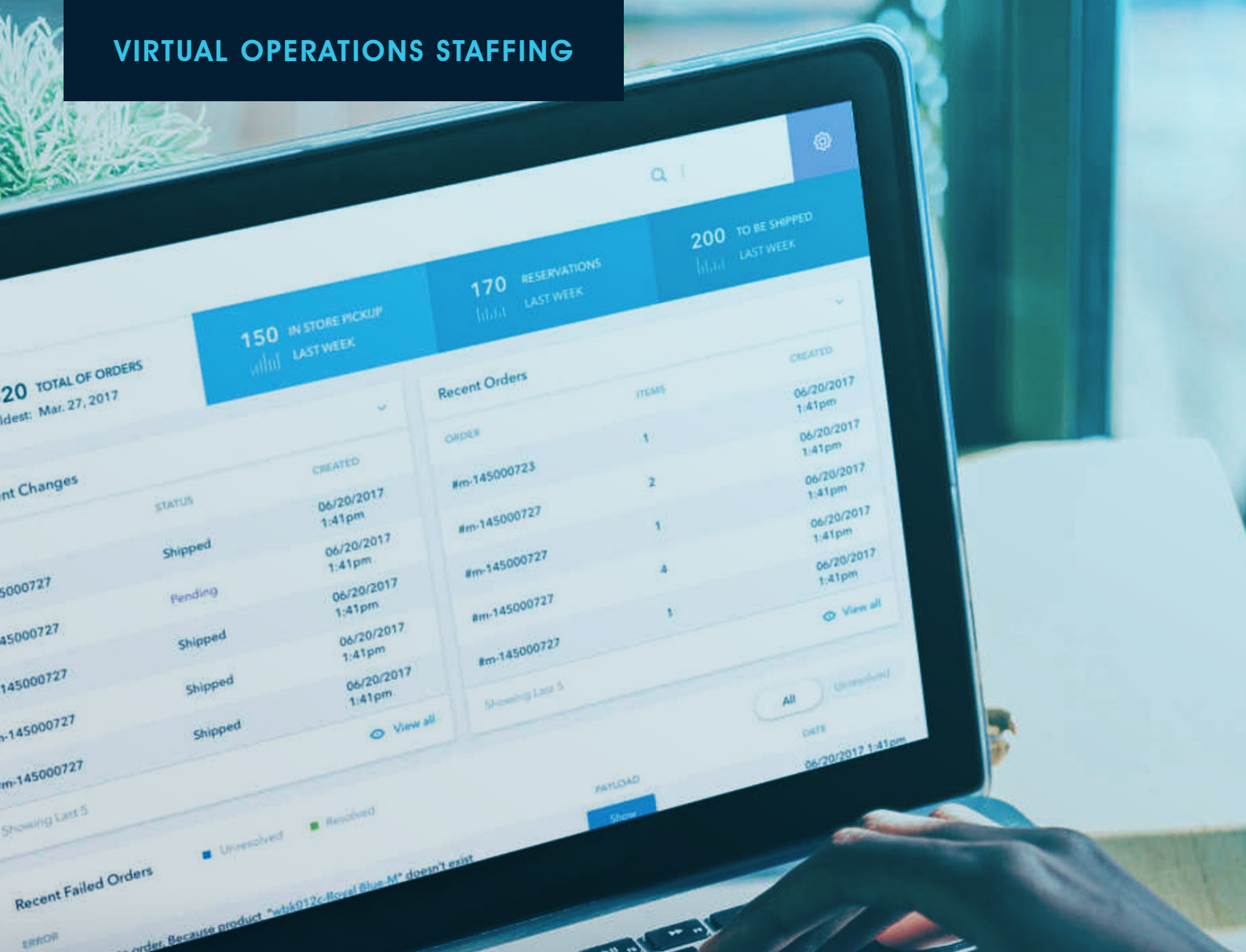


# INVENTORY MANAGEMENT EXPERT

Hiring an ProTech Staffing inventory management expert will ensure that all clerical work required to track inventory is implemented. To perfectly curate your supply chain the following tasks are fulfilled:

- Seamless documentation of inventory purchasing, receiving, storing, shipping and transporting
- Inventory planning.
- Replenishment services.
- Material Optimization (Daily, Weekly, and Monthly).
- MRO Inventory Planning Kanban/two bucket system implementation.
- JIT implementation Inventory cost accounting.
- Warehouse operations optimization.





# ORDER MANAGEMENT SPECIALIST

We get that you deal with thousands of vendors for many products and services, so let us take care of the minute details. Our highly qualified staff will manage end-to-end all your order and service requirements. Services include:

- Manage all aspects of order processing.
- Configure excel sheets for order entry purposes.
- Track and record order changes.
- Draft and send out inventory templates.
- Manage vendor relationships.
- Perform all data entry tasks.
- Expedite the process by securing and shipping products quickly and efficiently.





# LOGISTICS COORDINATOR

A ProTech Staffing Logistics Coordinator facilitates communication between production, sales, and distribution stages to promote a healthy and efficient supply chain. Their responsibilities include:

- Coordinating transportation providers to ensure prompt and proper movement of shipments.
- Responding to customer inquiries and referring clients to the appropriate channels.
- Reviewing purchase orders and shipping documents to ensure accuracy.
- Making shipping arrangements when required.
- Tracking and fixing shipping errors.
- Preparing bills and invoices.
- Managing distribution and shipment budgets.
- Providing excellent service management of logistics.
- Developing processes to make the supply chain more efficient and organized.



# ENGINEERING ESTIMATOR

We get it! You don't have the time or the resources to find suitable personnel for your company. We also understand that the Engineering and Construction Industry is very technical and requires a high level of skills and expertise. Let ProTech Staffing remove the hassle of recruiting and managing experts for you. Our virtual Engineering Estimators will:

- Work with clients, contractors, engineers, and architects to research and estimate project costs and advise on procurement of necessary materials to fulfill the project.
- Communicate bids and scope of work to project managers, supervisors, and contractors/subcontractors in clear and easy-to-understand language.
- Review contract documents to assess contract risk and significant exposure.
- Prepare and estimate budget costs for projects by studying plans and specifications.
- Utilize subcontractor costs and proposal data to support estimates.
- Evaluate and incorporate historical data from past projects, subcontracts, and productivity analysis reports for estimates.
- Provide estimates for extra work items, change orders, and credits.
- Provide job cost tracking set-up, development of revenue recognition units and productivity analysis reporting.
- Procurement of material to support awarded contracts.
- Collaborate with operations staff and other estimators to ensure that General Conditions and Requirement items are appropriately captured in the estimate.
- Create preliminary design sketches for conceptual analysis as well as detailed drawings and designs.
- Verify that drawings are correct to specifications, codes, and other regulations.
- Prepare complete documentation packages for sales and support teams.
- Develop technical reports for engineers.





# INSURANCE SUPPORT REPRESENTATIVE

ProTech Staffing provides Insurance based companies with Support Representatives who will work in tandem with your sales teams and other key staff members. Your ProTech Staffing staff member's day-to-day tasks will include the following:

- Quote summary and proposal certificate of insurance (COI)
- Document Indexing & filing loss run processing policy checking & policy servicing
- Billing & accounts receivable renewals
- Processing & managing renewal lists
- New business setup
- Policy setup claims processing & data entry
- Conduct outreach to prospects for future sales
- Create prospect databases
- Invoicing and maintaining customers files
- Conduct client outreach regularly regarding insurance policies
- Follow up with clients to ensure coverage is renewed
- Supply insurance brokers with customer information
- Advise sales teams of complaints from clients
- Schedule appointments
- Direct customer inquiries to the appropriate department
- Track and document office expenses
- Order office supplies and schedule maintenance when needed



# BENEFITS REPRESENTATIVE

Looking to offload the onerous task of managing your employee benefits? Then look no further than ProTech Staffing. Our representatives have excellent, in-depth knowledge of all benefit programs including:

- Organize and issue benefit materials, as well as answer all employee questions and issues related to benefits in a timely and professional manner.
- Educate employees on all company benefits during new hire orientations and individual staff meetings.
- Oversee all employee benefit programs related to medical, disability, and retirement.
- Help employees resolve all benefit-related issues in an effective and timely manner.
- Ensure employees are always kept up-to-date and educated on all available benefits and wellness programs.
- Assist with the organization of company initiatives associated with wellness, including events and employee recognition programs.
- Maintain a well-informed knowledge of the company benefit campaigns, vendor relationships, and enrollment processes.
- Complete and conduct benefit industry surveys.





# HEALTHCARE REPRESENTATIVE

We understand how physically and emotionally taxing it is to run a top notch facility like yours. So let us assist you with running your entire back office because we offer a one-stop solution for all your healthcare BPO service needs. Our top rated talent will take care of all your:

- Medical transcription services, which cover: internal medicine, surgery, psychiatry, oncology, radiology, neurology, cardiology, EMR, chiropractic, medical reports and discharge summaries
- Medical billing and coding services for: sleep medicine billing, denial analysis, medical records indexing, CPT-10 and ICD coding services, dental insurance verification, patient demographic entry, medical billing charge entry, submission of claims, hospital billing, physician billing, DME billing, medical insurance claims processing, EOB processing services, medical document scanning, medical coding audit.
- Revenue cycle management.
- Claims adjudication services.





# MEDICAL BILLER

Processing medical bills can be overwhelming for administrative departments. ProTech Staffing will ease the pressure associated with all things billing and manage that aspect of your business seamlessly. Our medical billers will be able to:

- Prepare bills and invoices that are due for medical procedures and services.
- Ensure the patient's medical information is accurate and up to date.
- Prepare bills, invoices, and document amounts due for medical procedures and services.
- Review referrals and pre-authorizations.
- Monitor and record late payments.
- Follow up on missed payments and resolve financial discrepancies.
- Examine patient bills for accuracy and request any missing information.
- Investigate and appeal denied claims.
- Help patients develop payment plans.
- Maintain billing software by updating rate change, cash spreadsheets, and current collection reports.



# LEGAL ASSISTANT

The demands of a legal practitioner during trials and the discovery process can be overwhelming. A virtual legal assistant will handle the repetitive but essential tasks of a law office, including the following:

- Assist with the gathering of information for the basic discovery process, which includes the primary methods of disclosure, interrogatories, admissions of facts, requests for production, and depositions.
- Assistant will possess knowledge and experience for the discovery process in relation to the outcome of a legal proceeding or trial.
- Compilation of questions for depositions.
- Implement administrative duties for depositions.
- Respond to queries from various parties involved in a trial or case.
- Transcribe meeting recordings.
- Following the exchange of initial discovery information between parties, the assistant will compile all of the data and prepare a comprehensive chart of the information and evidence received and as yet needed so as to produce a working document throughout the case.
- Draft and schedule return dates for a Subpoenas Duces Tecum.
- Co-ordinate and collect documents required for Subpoenas.
- Gather documents, evidence, and other case materials.
- Maintain filing systems.
- Schedule client appointments.
- Co-ordinate lawyer's correspondence and schedules.
- Triage lawyer's emails.





# INTERPRETATION EXPERT

Do you need interpretation services? ProTech Staffing's interpretation experts are competent in all areas of multilingual document management and we can interpret and certify all paperwork required by any institution. Services include:

- Legal interpretation services, where we provide accurate translations for notarization, apostils, intellectual property, and all courtroom, and corporate legal documents.
- Immigration interpretations, which are guaranteed to be USCIS compliant.
- Medical translations and interpretation services that are HIPAA compliant to give proper understanding of any medical record in any medical practice.
- Business and/or financial interpretations in all possible domains, such as public finance, corporate lending, consumer credit, insurance, personal retirement planning, equity research, hedge funds.
- Technical and Scientific services where we interpret text for user manuals, user guides, reference manuals, reference guides, service manuals, and sales guides into many different languages. We also localize software, user interfaces and product descriptions.
- Advertising and marketing interpretation services where we translate web sites, advertising copies, multimedia presentations, packaging material, white papers, press releases, promotional materials, online content, internal documents, memos, brochures, reports, questionnaires, documentation for tenders, and tourist guides
- Government Services interpretations where we provide high quality, secure translations for federal, state and local government offices.





# CHIEF FINANCIAL OFFICER

A ProTech Staffing Chief Financial Officer, is responsible for overseeing your financial operations and making decisions based on financial stability. Their duties include monitoring cash flow, meeting with your CEO to discuss the best practices for company finances, and coming up with strategic plans to improve their company's overall financial health.

- Executing your company's financial strategy
- Developing plans for growth to increase company profits while also reducing expenditure
- Identifying investment opportunities and managing mergers and acquisitions
- Assisting your Chief Executive Officer (CEO) to develop financial plans
- Managing accounting procedures
- A to Z implementation of elements required for initial public offerings (IPO) investor relations (IR) process





# REAL ESTATE ASSISTANT

Hire a qualified real estate assistant for your business and bring the focus back to growing it. Your real estate assistant will:

- Create, manage, organize and update property listings.
- Coordinate transactions and deals.
- Schedule meetings and appointments with buyers, sellers, regulators and other essential players.
- Manage your website to help you present a professional image at all times.
- Verify, collect, respond and filter your emails
- Manage your calendar to track tasks, meetings, showings, marketing events, and other commitments for you.
- Implement social media marketing plans
- Create digital marketing strategies.
- Your virtual assistant will also update your social media pages, create flyers, videos, etc.
- Screen leads and follow-up with prospects
- Perform minor bookkeeping duties
- Collect customer feedback and obtain referrals and reviews.
- Create and manage CRM databases
- Conduct research to prepare marketing collateral for your properties, as well as competitor analysis.



# PERSONAL ASSISTANT

For any high flying busy executive, it's imperative to have a support system at home that you can fall back on. Forgot to schedule your children's medical appointments or missed that important family member's birthday? Worry no more, your personal assistant will take care of it. They will take on personal errands such as:

- Make appointments, bookings, reminders for all your personal issues.
- Schedule travel arrangements.
- Plan parties and family-related events.
- Book and track medical and beauty appointments.
- Schedule and maintain family-related calendars.
- Conduct online research to assist with household purchases.
- Liaise with service providers and follow up on queries.
- Co-ordinate online banking and shopping.
- Take care of minor family bookkeeping tasks.
- Hire household or office staff.
- Plan for yearly Christmas, New Year, Halloween, Thanksgiving, and Fourth of July celebrations.
- Organize, schedule and purchase gifting options for family and clients.
- Assist with pet care booking duties.
- Assist with household bill payments.
- Make hotel and/or restaurant reservations.
- Research and book your children's activities, au pairs and any family related assistance. Handle personal social media posts, responses, requests and complaints.
- Perform professional administrative tasks such as data entry, organizing passwords and other online issues and manage your inbox.



# SPECIALIZED SERVICES

Industry specific resources



**Advertising & Marketing**



**Entertainment**



**Apparel**



**Finance**



**Automotive**



**Food & Beverage**



**Construction & Building Materials**



**Government**



**Ecommerce**



**Healthcare**



**Education**



**Hospitality**



**Electronics**



**Insurance**



**Engineering**



**Manufacturing**





**Media**



**Recreation**



**Not For Profit**



**Retail**



**Packaging**



**Shipping & Logistics**



**Printing**



**Sports**



**Professional Services**



**Technology**



**Promotional Products**



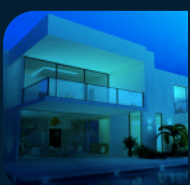
**Telecommunications**



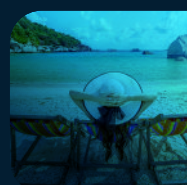
**Publishing**



**Transportation**



**Real Estate**



**Travel & Cruises**



**Wholesale**



# HIRING PROCESS

1

Sales presentation on Virtual Assistant offer



2

Client signs the agreement



3

Human Resources will source candidates



4

Once VA is hired, the onboarding process begins





# YOUR DATA SECURITY IS OUR PRIORITY

## PRIVACY & CONFIDENTIALITY

At ProTech Staffing, we go to great lengths to ensure your privacy and confidentiality are never compromised. From signing iron-clad agreements to implementing layers of thorough security protocols, we take every measure.

## DATA SECURITY

- We are partnered with E&Y to audit our security protocols.
- We license all software including Trend Micro anti-virus, malware protection software for all servers and workstations.
- We connect to client systems via secure VPN and OTP.
- We have biometrics (fingerprint) identity verification for all entries into our facilities.
- We have security guards at all facilities.

## NO FREELANCERS

- All our employees have been hired with ProTech Staffing on a full time basis.
- All employees are required to sign confidentiality terms and very thorough employment agreements.
- We ensure your protection by complying with all local employment regulations.
- Your teams work directly with the staff assigned to your account.

## DELIVERY MODEL

- All staff only work for 1 client.
- Full-time model is 8 hours a day/40 hours a week.
- Part-time model is 4 hours a day/20 hours a week.
- We tailor our working shifts according to client business hours.
- We can scale up resources on demand.
- We keep things simple by providing all pricing up front.
- No hidden fees.





# FREQUENTLY ASKED QUESTIONS

## Do we need to sign a contract?

Yes, please find attached with the proposal a sample agreement with our terms and conditions.

## Is there a penalty if we decide to cancel?

There are no penalties. We are so confident in our ability to deliver that we include a termination clause in all our agreements that allow clients to cancel with only a short notice period.

## How long does ProTech Staffing need to allocate our staff?

We require close to a month to hire the staff for this task. We would appreciate a formal job description from your team for our HR/Implementation team to work from.

## How long do you foresee training lasting?

Training will take approximately 2-4 weeks.

## Does ProTech Staffing have offices?

Yes, ProTech Staffing has fully operational offices in each of the countries it operates in.

## Does ProTech Staffing use freelancers or outsource any of its work?

No, when you sign an agreement with ProTech Staffing, you are working with a company that offers the highest levels of professionalism to each of its clients. We are not a marketplace. Furthermore, we have a very low attrition rate at approximately 6% annually and customer attrition is less than 0.5% annually.

## What assurances and guarantees do clients have regarding the quality of work delivered?

First, we carry a \$1 Million E&O policy. Second, you are signing an agreement with a US based company that owns its subsidiaries in various offshore locations. There are no 3rd parties involved.

## Do you work as an extension of our company?

Yes, ProTech Staffing 'white-labels' its services. We are an extension of your company.

## What is your management structure?

We have a very in-depth management structure that includes: Team leads, QA support, IT support, HR support.



### How do we communicate with our assigned staff?

We have our own proprietary secure online chat tools. We can also use any tools you may use internally i.e. MS Teams, Slack, Zoom etc. We also have local US phone numbers to contact team members directly.

### How quickly can you get work done?

Our staff works when you do. So work gets handled real-time. Let us know your expected SLA's and we will measure our productivity against your requirements.

### Do you have disaster recovery plans in place?

Yes, we have multiple locations to service clients from. We have multiple internet service providers and backup generators to ensure continuity of operations.

### What is a typical work week?

The employees that will work for you work a 40 hour work week. If you require additional hours (i.e. Overtime), that can be arranged with our operations management team. Please also let us know if you need additional support such as 24x7, evenings/weekends.

### How does ProTech Staffing treat its employees?

ProTech Staffing has the highest standards and follows all employment regulations set forth in each jurisdiction it operates in. That includes offering healthcare, paying employment taxes, offering incentives and ensuring that the workplace is a safe place to work. Our leadership team is composed of multiple HR professionals, each of whom ensure that we uphold the highest standards in our workplace.

### What happens if an employee is sick or away?

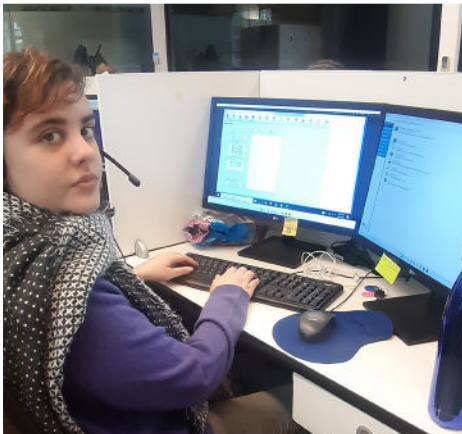
Like all other organizations, employees will be unavailable at work, due to various reasons, from time to time. Our agreements spell out that for any absences that are more than 2 days per month, that will result in a credit of fees. However, to ensure proper planning, most of our clients have multiple staff hired to ensure there is replication and cross over. Should any absences be unexpected or lengthy, we will replace the staff at our cost.

### How does ProTech Staffing ensure employee satisfaction?

ProTech Staffing follows all employment regulations set forth within the jurisdiction it operates in. This includes provisions for healthcare packages, employment taxes and incentivized bonuses. Workplace safety is of paramount importance and regulations are followed to.



# PROTECH STAFFING TEAMS









# DELIVERY CENTERS

ProTech Staffing is a US-based company in Los Angeles with fully operational facilities worldwide. No matter where you are, we've got a professional who can cater to your requirements and needs.



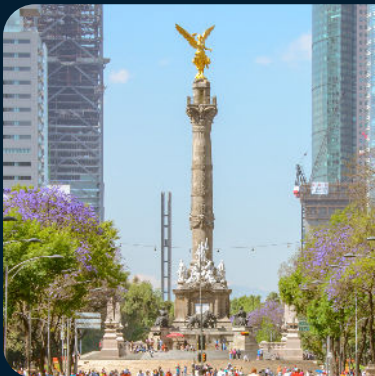
## INDIA

India is our first delivery center. We set up base in Vadodara in 2001. This center is best utilized for high-volume back office services.



## PHILIPPINES

ProTech Staffing Philippines has been operational since 2014. Our Clark team is known for its expertise in creatives, phone, email, and chat communications support.



## MEXICO

ProTech Staffing launched its Mexican location in 2022. Our Monterrey team is skilled in interpretation, translation, and call center services.



## SOUTH AFRICA

South Africa is an up-and-coming rockstar location for outsourcing top-tier virtual talents in social media marketing, sales, customer service and accounting.



# WHY CHOOSE PROTECH STAFFING?

- ✔ All virtual assistants are managed in an office setting.
- ✔ No overhead for you
- ✔ ProTech Staffing VA's will work on your schedule
- ✔ 5 Day work weeks
- ✔ 8 Hours a day
- ✔ Impeccable language skills
- ✔ Thorough vetting process of VA's
- ✔ Lowered employment costs
- ✔ No HR headaches for you
- ✔ One flat monthly price, no hidden fees
- ✔ No penalty for breaking the contract



