Virtual assistant business

How a US virtual assistant saved around 5 hours a day by handing her clients' work to two dedicated team members

A US-based virtual assistant was working around 12 hours a day and couldn't keep up with all her clients. Task Papa placed a dedicated team member to take on her clients' admin, website and social media work, then a second as the work grew. Today our team supports 11 of her clients, under her own brand, and she says she saves around 5 hours a day, which she spends with her family and on growing her business.

The client's name is kept private.

Around 5 hours
saved per day, as she reports

11
of her clients supported by our team

2
dedicated team members

The client

A virtual assistant business based in the US, run by its owner. She supports clients across faith-based, nonprofit, language services, coaching, accounting, publishing and other small-business work. She came to Task Papa through a referral from one of our existing clients.

The challenge

Too many clients for one person

Each client needed email, scheduling, website and social media work, and she couldn't keep up with all of it.

Long days

She was working around 12 hours a day.

Little time for family

Client work took the time she wanted for her personal life.

No time to grow

With every hour going to client work, there was none left to build the business.

What we did

Task Papa placed one dedicated team member in December 2025, and a second in August 2026 as the work grew. The team works inside the email accounts she uses with her clients and in each client's own tools. Her clients know the team members by name, as part of her team. When a request comes in, she agrees it with the client and hands it over, or the team picks it up directly.

Client admin and coordination

- Managing the email accounts she uses with her clients
- Entering and tracking appointments for an interpreter service
- Onboarding new interpreters: contracts, ID badges, portal access and files
- Following up on timesheets and pending records
- Organizing tasks in Asana, scheduling client meetings and keeping calendars current
- Google Forms and Sheets for sign-ups and records

Websites

- Page updates on WordPress and Wix: new pages, events, job listings, mobile layouts
- Donation, contact and payment forms, Stripe payments and coupon codes
- Connecting a WordPress site to Constant Contact
- Moving an online course from Kajabi to Wix
- Publishing blog articles and news releases

Social media and design

- Monthly social post copy and graphics in Canva and Adobe Express
- Scheduling posts on Facebook, Instagram and LinkedIn
- Short reels, podcast episode clips, thumbnails and descriptions
- Branded PDFs, letterheads, slides and email signatures

Content and research

- Drafting monthly articles, newsletters and member messages
- Setting up course modules and email campaigns in Kajabi
- Product, supplier, travel and trademark research, and prospect research in LinkedIn Sales Navigator
- Writing SOPs for repeat tasks

Roles in this case: Virtual Admin Assistant · Website Updates & Support · Social Media & Marketing Assistant · Lead Generation & Research

Results

The partnership is still young, so there are no revenue figures yet. What has changed so far:

- She says she saves around 5 hours a day, which she now spends with her family and on things that help grow her business.
- She says she can now manage her clients and their work better.
- She has not lost any of her regular clients since she started with us.
- The work grew enough to add a second team member.
- The team has been thanked for its work by her and by her clients.
- She is rebranding her business and launching a new website to take on more clients, with the plan to hand their work to the team. She says she now feels confident and in a better position to take on more clients.

About Task Papa

Task Papa has placed dedicated, managed remote staff with small businesses since 2013. Team members work from our office in Mumbai, India, inside your own systems and on your time zone. Every client has a dedicated manager at no extra cost, and if a team member isn't the right fit, we replace them at no cost.

Since 2013	7.2 years	13 years	95%+	99.5%
managed remote staff	average client tenure	longest client relationship	client retention (clients with ongoing work)	infrastructure uptime

Run an agency or VA business?

Use dedicated Task Papa team members to support your clients' work. Your clients can see your team member as part of your own team, and your team member is managed by us. See our service partner program: taskpapa.com/partners

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