



# Working with EssentialJen

## Office Hours:

As a part-time virtual assistant, my working hours are Monday through Thursday from 7:30am until 1pm Eastern. I also have meeting slots on select afternoons for those who are not able to meet in the morning.

## Scheduling time with me:

If you'd like to schedule a call or a working session, you can easily do this on my [online scheduling system](#). The link can always be found in my email signature. In addition to my office hours in the mornings, I have some hours available on select afternoons for those who are not able to meet in the morning. You'll be able to see all my available meeting times on my scheduling system. When scheduling time with me, if you're not sure how much time we might need, lean toward the side of scheduling a longer meeting. You'll only be charged for the time we actually use.

## Communication:

The best way to reach me is via email at [essentialjen@outlook.com](mailto:essentialjen@outlook.com). Email communication allows me to track your requests, ensure that nothing is lost, and generally be more efficient. You may not hear from me immediately after sending an email, but I am monitoring it throughout my workday to stay on top of requests. Usually, you'll hear from me before I wrap up my office hours, and certainly within 24 business hours.

If you'd like to speak with me on the phone, please feel free to call me at any time during my working hours. If I can't pick up the phone at that moment, please leave a message and I'll return your call as soon as possible. My business phone number is 269-767-8008.

Texters: I know some of you use text as your preferred method of communication. I have a new system in place that now allows me to accommodate texts. Any texts you send will now automatically go to my email inbox, and when I reply, they will go back to you as a text. It will be much easier to track your tasks, and I'll be sure not to miss anything. **When texting, please be sure to send to my business phone number: 269-767-8008.** *Effective January 1, 2024, I will no longer be able to process requests that are received on my personal phone number.*

## **In-Person Work:**

On occasion, I offer the option of in-person work for my local clients. There is a two-hour minimum for in-person work; travel time is billed and counts toward the two-hour minimum (*effective January 1, 2024*).

## **Pricing and Debit Card Information:**

You may pre-purchase 1, 5, or 10 hours of work in the form of the [EssentialJen Virtual Debit Card](#). Each card expires 6 months after purchase. There are no refunds or cancellations after purchase.

Time is billed in 5-minute increments. Every Monday morning, I'll send you a Weekly Debit Card Balance Report detailing your remaining time and expiration date. Once your debit card is depleted, work is paused until it is refilled. I'll let you know if this happens during the week between reports. This way, you'll always know where you stand!