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Complete List of Services

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Administrative Support

1. Managing your client's calendar/schedule
2. Building or managing databases (of contacts, for example)
3. Booking appointments and calls
4. Making travel arrangements
5. Monitoring voicemail
6. File management (in Google Drive, Dropbox, etc.)
7. Data entry
8. Creating reports
9. Generating forms
10. Preparing slideshows
11. PDF conversions
12. PDF merging or splitting
13. Drafting letters, emails, internal communication, etc.
14. Preparing agendas
15. Sending cards/gifts (for holidays, thank you, milestone events, etc.)
16. Personal online shopping
17. Setting up spreadsheets
18. Drafting presentation slides

Customer Service

19. Processing orders and shipments
20. Processing refunds
21. Handling customer inquiries
22. Operating live chat
23. Following up on orders, inquiries, etc.

24. Chasing outstanding payments
25. Updating member records
26. Inviting/approving requests to join a membership community (e.g. Facebook)
27. Setting up/updating CRM tools (Customer Relationship Management)

Content Production

28. Sourcing photos
29. Editing photos
30. Creating graphics
31. Uploading posts
32. Formatting posts to be published
33. Scheduling posts for publication
34. Improving posts with social share options (such as Click-to-Tweet)
35. Adding internal links to posts
36. Adding affiliate links to posts
37. Proofreading posts
38. Editing posts
39. Coordinating with contributors and guest posters
40. Managing the editorial calendar
41. Generating topic ideas
42. Drafting content
43. Topic research
44. Compiling, formatting and uploading ebooks
45. Keyword (SEO) research

Social Media

46. Setting up new pages, accounts, groups, etc.
47. Promoting new posts across various social media channels
48. Promoting old posts via social media
49. Promoting posts of others via social media
50. Keeping the conversation going via social media (by creating polls, for example)
51. Sharing images/videos/articles
52. Replying to mentions/messages/comments on social media
53. Designing banners, headers and backgrounds
54. Growing social media followings
55. Creating giveaways and contests
56. Researching popular hashtags for your client's niche
57. Creating and running ad campaigns (e.g. Facebook or Instagram ads)
58. Uploading presentations on Slideshare or Prezi
59. Setting up social scheduling tools (such as Buffer, Tailwind, Hootsuite or MeetEdgar)
60. Uploading content to social scheduling tools
61. Writing or updating online business profiles (e.g. LinkedIn)
62. Managing online communities (such as Facebook groups or other online forums)

Blog/Website Management

63. Moderating blog comments
64. Updating plugins
65. Repairing/updating broken links
66. Replying to comments
67. Making SEO improvements (headlines, page titles, content, images, etc.)
68. Setting up 301 redirects

69. Tracking 404 errors (via a plugin)
70. Reporting trends in blog activity, such as hot topics or comment activity
71. Removing unwanted pages and posts
72. Tracking website metrics (e.g. Google Analytics)

Email (Inbox) Management

73. Setting up Gmail or any other email client
74. Replying to common questions
75. Flagging important messages that need a reply
76. Following up on sent emails
77. Deleting spam
78. Unsubscribing from unwanted promotional lists
79. Tagging and archiving emails
80. Forwarding messages and inquiries to other team members
81. Using email plugins to optimize
82. Drafting responses

Finance

83. Creating invoice templates
84. Sending invoices
85. Processing payments
86. Managing affiliate payouts
87. Updating a profit and loss statement
88. Bookkeeping
89. Handling basic payroll duties

Email Marketing

90. Setting up autoresponders
91. Scheduling email campaigns
92. Designing email templates
93. Managing the newsletter
94. Email list segmentation
95. Scrubbing email lists
96. Product launch management
97. Track email campaigns (click throughs, conversions, unsubscribes)

Outreach

98. Leaving comments on other blogs
100. Participating in relevant groups or forums
101. Lead generation
102. Growing and managing affiliate programs
103. Setting up interviews
104. Distributing press releases
105. Booking speaking engagements

Online Marketing

106. Providing tech support during webinars
107. Setting up and updating sales funnels
108. Setting up/managing paid traffic ads
109. Creating newsletters and autoresponder sequences
110. Creating landing pages (e.g. Leadpages)

111. Creating sales pages
112. Creating and managing giveaways and promotions
113. Writing product descriptions (if your client is in the business of online retail)
114. Managing product launches

Audio/Video Production

115. Producing content (such as intro/outros, illustrations, etc.)
116. Editing content
117. Upload videos to hosting platforms (such as YouTube or Vimeo)
118. SEO optimization (YouTube, etc.)
119. Uploading audio to hosting platforms (such as iTunes)
120. Image editing (basic) for each audio or video piece
121. Inserting audio or video files on blog or website
122. Sharing audio or video files across platforms
123. Coordinating interviews
124. Looking for sponsorship opportunities
125. Researching background on podcast guests

Website Maintenance

126. Making security updates
127. Managing backups
128. Setting up new sites
129. Adding new pages
130. Customizing themes
131. Installing and updating plugins
132. Setting up integrations (with social media, mailing lists, etc.)

133. Setting up and integrating a shop page and/or payment gateway
134. Creating a custom favicon
135. Making and installing a custom 404 page
136. Ensuring that website information stays up-to-date

Miscellaneous

137. Virtual event support
138. Setting up integrations
139. Creating landing pages, splash pages, opt-in forms, etc.
140. Keyword ranking reports
141. Analytics reporting
142. Graphic design
143. Setting up affiliate programs (using WordPress)
144. Monitoring online reviews
145. Monitoring industry news
146. Summarizing the latest research findings that pertain to the client's niche

Please don't forget to ask if you have any questions
and I am looking forward to working with you 😊

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