



RECRUITMENT WEBINAR

How to get hired as a

Virtual Operations Manager

Wednesday, October 28 • 4:00 PM Philippine time • Live on Zoom

Hosted by Ria Ancheta-Adrias, recruitment partner for Hermessi, a remote executive assistant and operations management company.

Welcome, and thank you for joining

Remember one thing: the live task is the step that matters most.

Today

Part 1 · The job and the hiring steps

Part 2 · What do we look for?

Part 3 · The live task

Part 4 · Is it right for you?

IN THE CHAT

What is your current or most recent role?

Questions go in the chat as we go. About 20 minutes are saved for them at the end.

PART 1 OF 4

The job and the hiring steps

Why consider Hermessi

What a Virtual Operations Manager does

The six steps to getting hired

What Hermessi offers

Finds, trains and places you

Hermessi matches you with founders and CEOs.

Coaching and a community

Hermessi says you get coaching, a community of professionals and room to grow.

Training in AI tools

You learn AI tools and how to automate work. Training goes on after the bootcamp.

Paid six-week bootcamp

Hermessi pays you while you train.

They expect a lot

Be ready to learn, take feedback and get better.

Our focus today: the Virtual Operations Manager role

What a Virtual Operations Manager does

FOUNDER OR CEO

**Sets the direction
and makes the big
decisions**



VIRTUAL OPERATIONS MANAGER

Runs the business day to day

**Keeps people and
projects moving**

**Improves how work is done,
using AI tools**

**Makes sure deadlines are
met and decisions get made**

**Tracks results and reports
them to the founder**

This is a management job. You make sure the whole business's work gets done, not only your own tasks.

The six steps to getting hired

1 Attend the webinar

Today, October 28.

2 Submit your CV

You get the link after the webinar.
Due November 4.

3 I read your CV and email you

If I send your CV to Hermessi, I email you to book your live task. If not, I still email you.

4 Live task

Four hours. Pass it to move on to the next steps.

5 Interview with Hermessi's CEO

Pass the live task and you go straight to this interview.

6 Paid bootcamp, then a client

Six weeks of paid training, including AI tools. Then you are matched with a client.

Passing a step does not guarantee a job or a client.

PART 2 OF 4

What do we look for?

Experience that counts

Test your experience

How to show it on your CV

Experience that counts for this job

Running the operations of a BPO account, a department or an office

Team leader or supervisor of a support, sales or admin team

Managing projects from start to finish, for clients or inside a company

Handling client accounts in customer success

Executive or operations assistant who also managed people, projects or processes

Running your own business or a family business

Previous remote-work experience is not required.

Using AI tools such as ChatGPT or Claude in your work is a plus. Willingness to learn them is what counts.

Test your experience: look at the work, not the title

Many people already do an operations manager's work under another title. Ask yourself these four questions.

✓ **Do you run a business or a department day to day?**

On your CV: Ran daily operations for a 15-person support department. Set the schedules, handled escalations and reported weekly to the director.

✓ **Are you responsible for your team's results?**

On your CV: Managed a team of 8 and answered for its monthly targets. Coached the slowest members until the team caught up.

✓ **Do you make decisions without asking each time?**

On your CV: Approved customer refunds up to a set limit. Sent only the larger ones to the manager.

✓ **Do you lead projects and check how they turn out?**

On your CV: Led the move to a new ticketing system from plan to launch. Trained the team and reported the results to the director.

These are the answers I look for on your CV. Keep your real title and describe your responsibilities next to it. Do not just list tools. Say what problem they helped you solve.

PART 3 OF 4

The live task

What the live task is

How to handle the live task

What is the live task?

The live task is Hermessi's four-hour work test. You do an operations manager's work on your own, and you hand in the result.

Your CV shows what you have done. The live task brings your CV to life, because it shows how you work in action.

In the live task, show these four things in your work.

Initiative

You move the work forward without waiting to be told.

Judgment

You make sensible decisions when details are missing.

Follow-through

You finish the work and hand in something complete.

Attention to detail

You read carefully and get the details right.

Four things to do before you start the live task

1

Set aside four hours for the live task.

Pick a quiet time, and do not squeeze it in between other jobs.

2

Watch the CEO's video first.

You will find it in the live task link.

3

Read all of the instructions.

Read every part before you start working.

4

Check your setup.

Test your internet and your tools, and decide where you will keep your files.

These tips are my own advice. They are not Hermessi's rules.

The mindset to bring into the live task

Some things will be unclear. Start from acceptance and ownership, and stay calm.

- **I do not treat this as simply a test.**

I treat it as a demonstration of how I do a job I already do every day.

- **I accept that some details will be missing, and I do not need perfect information to begin.**

Missing details are a normal part of an operations manager's day. I start with what I have and decide as I go.

- **I own my decisions.**

I make the call, and I can explain why I made it.

- **I stay calm and take one step at a time.**

A gap in the instructions is a problem to work through.

This mindset is my own advice.

How to organize your thinking when faced with ambiguity

Some details will be missing. Go through these five steps before you start writing.

- Look at the whole situation first, before any single detail.
- Work out what you are trying to solve.
- List every detail you already have.
- Write down every detail that is missing.
- Make your best guess for each missing detail, based on what you already have.

These steps are advice from WFH Insider. They are not Hermessi's rules.

Do the work

Doing the work means you work out what needs doing, decide, and finish it without waiting to be told.

Why this matters: The person you work for is busy. They hired you to handle things. If you wait to be told what to do, they are still doing it themselves.



Spots what needs attention

You notice what is not being handled, and you take it on without being asked.



Looks into it first

You find out what actually went wrong before you suggest a fix.



Plans the next steps

You decide what needs to happen next, who is involved and by when.



Finishes the job

You put a plan in place, check that it works, and change it if it does not.



Recognizes decision boundaries

You know which decisions are yours to make, and which ones to escalate.



Keeps the person you work for updated

You tell them what is done and what you still need, without being asked.

Before you submit, check your work

Go through this list before you hand anything in.

✓ Check that you did the work, and did not only describe it.

✓ Check that every part is finished and handed in within the four hours.

✓ Check that you used AI for research only. The writing and the decisions are yours.

✓ Check that Hermessi can open every file and link.

✓ Check that every fact is true. If you could not confirm something, say so.

✓ Check that you did not rush. Read your work once more before you hand it in.

The AI rule is Hermessi's. The other checks are my own advice.

PART 4 OF 4

Is it right for you?

A quick checklist

If you are still exploring or not ready yet

Questions and next steps

Is this opportunity right for you?



I can work things out on my own



I can set aside four hours for the live task



I am ready for tough training and feedback, including on AI tools



I will confirm the hours, pay and training terms before I accept

Nothing you write guarantees a job. Describe your experience truthfully and let the live task show how you work.

Still exploring, or not ready yet?

This is a manager's job

The job description asks for 3 or more years running operations and working directly with a senior leader.

How to build experience, at work and on your own

Practice creating processes with AI.

Enroll in classes for further education.

At work, ask to join a project that a manager is leading, so you can see how they run it.

Seek mentoring opportunities, or a mentor within your company.

At work, ask to take on one regular task and run it as your own.

Run a small project of your own, such as organizing a community event.

Questions and next steps

1. Submit your CV by November 4

forms.gle/QqzhJJx1waKp7aaN7

2. Schedule and complete the four-hour live task when invited

3. Pass it and meet Hermessi's CEO

Pass the live task, then meet the CEO

I refer candidates. Hermessi makes the assessment, selection and placement decisions.

Questions now. Anything I cannot confirm, I will take to Hermessi and follow up.

Contact me

Ria Ancheta-Adrias, recruitment partner for Hermessi

EMAIL



ria@wfh-insider.org

WHATSAPP



+852-6463-3580

WEBSITE



wfh-insider.org

Not ready yet? Tell me where you are and I will connect with you separately.



FREE FOR EVERYONE

Whichever side of virtual work you are on, there is a session for you.

Hire and Set Up

5 SESSIONS

For people hiring, onboarding, or preparing to begin a virtual working relationship.

Delegate and Deliver

3 SESSIONS

For teams that need clearer delegation, accountability, and day-to-day results.

Lead and Retain

4 SESSIONS

For working relationships that need stronger communication, trust, boundaries, and support.

Automate and Scale

3 SESSIONS

For people who want to improve systems, use AI effectively, and prepare for growth.

20 CONFIRMED SPEAKERS



VIC 2026 • ALL ACCESS PASS

Starts Nov 10. Free for all 15 sessions.

wfh-insider.org/register

Already registered? You do not need to register again.

