



The VA Skills Roadmap

A one-page map of which skills to learn, in what order — so you never feel overwhelmed. Don't try to learn everything at once. Master a few, get serving, and grow the rest.

1

LEARN FIRST

Foundations

- Clear, professional written English & email etiquette
- Google Workspace and/or Microsoft 365 (Docs, Sheets, Drive, Calendar)
- Email & inbox management · calendar & scheduling
- Data entry & tidy file organization
- Basic AI use (ChatGPT / Claude) and simple prompt-writing

Tools: Gmail / Outlook, Google Workspace, ChatGPT or Claude

2

BUILD YOUR CORE TOOLKIT

Core generalist skills

- One project/task tool (Trello, Asana or ClickUp) + one chat tool (Slack/Teams)
- Simple graphic design with Canva
- Social media scheduling & basic community engagement
- Research & summarizing · customer-service basics
- Time tracking (Toggl / Clockify)

Tools: Trello/Asana, Slack, Canva, Buffer/Later, Toggl

3

LEARN LATER — OFTEN AFTER YOU'RE HIRED

Value-adding specialties

- Light bookkeeping & invoicing (QuickBooks, Wave, FreshBooks)
- Basic CRM (HubSpot) & email marketing (Mailchimp)
- Transcription & meeting notes (Otter.ai)
- E-commerce / Shopify support · executive assistance
- Automation (Zapier / Make) and deeper AI workflows

Tools: QuickBooks, HubSpot, Mailchimp, Zapier

The golden rule of growth: pick 2–3 services to master first, get hired as a generalist, then specialize after a few months. Specializing — moving from “general admin” to a defined skill like social media, bookkeeping or e-commerce — is the single biggest lever on what you can earn.

“Seest thou a man diligent in his business? he shall stand before kings.” — Proverbs 22:29

VAs with a Mission · Learn. Serve. Support. Send. Together in the Great Commission.