



Working with EssentialJen

Welcome!

As a part-time virtual executive assistant, I support multiple clients in focused blocks of time throughout the week. My business model is designed to provide premium, efficient support to busy professionals—particularly executives—who need a trusted partner to help manage their workload and keep things moving smoothly. I work independently, communicate proactively, and prioritize clarity and follow-through in everything I do.

This document outlines how I work, how to get in touch, and what you can expect from our collaboration. I want to make working together as easy and productive as possible.

Office Hours:

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:

As part of my commitment to providing efficient and focused support, I primarily handle communication via email, messaging platforms, and scheduled virtual meetings.

The best way to reach me is via email at 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 number is 269-767-8008.

Due to my part-time schedule and to ensure I manage my time efficiently across multiple clients, I don't provide outgoing phone calling on behalf of clients as a service. Phone tag can be time-consuming and difficult to manage. That said, I'm always happy to assist with drafting emails, preparing responses, or coordinating other digital communication tasks. Written communication works well in most situations and helps everything run more smoothly—just let me know how I can help!

If **text** is your preferred method of communication, I have a system in place that now allows me to accommodate texts. Any text messages you send will go automatically to my email inbox, and when I reply, they will go back to you as a text. This makes it 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. *(Please note, I am not able to process requests 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.

Tools that Support Your Work:

I believe in being transparent about how I work and the tools I use to support my clients effectively. Some aspects of my work are AI-assisted. This means I may use trusted AI tools to help streamline processes such as drafting, organizing information, summarizing content, or supporting research. These tools are used thoughtfully to increase efficiency, consistency, and accuracy.

All work is reviewed, refined, and finalized by me. Strategic decisions, judgment calls, client communication, and execution remain fully human-led and grounded in my professional experience. AI is a support tool — not a replacement for the personalized, high-touch service you expect from me.

Confidentiality and discretion remain a priority. I do not input sensitive or proprietary client information into AI tools.

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!