COOP · VA RESOURCE

VA Guide

Everything you need to know about working with Coop — from your first day on the roster to managing clients, time, and leave with confidence.

Confidential · For Coop VAs only. Do not distribute externally.

CONTENTS

01

Welcome to Coop

- Coop is a managed VA platform — we sit between you and your clients so both sides get a great experience. You focus on the work; we handle matching, billing, and support.
- We built Coop because the alternatives were broken: agencies that buried their margins, freelance marketplaces that offered no safety net, and AI tools that ignored the human element entirely.
- As a Coop VA you are an independent contractor, not an employee. You set your schedule within the overlap windows agreed with your client. You own your work style — we care about outcomes.
- The Coop roster is deliberately small and selective. Everyone on it has been through the same process you are completing now. Quality matters more than volume.

02

How Coop Works

- Each client has a dedicated workspace inside the Coop platform. You will be added to your client's workspace after the kickoff call.
- Your primary relationship is with your client. Coop is the infrastructure layer — we handle timesheets, invoicing, leave requests, and any disputes so you never have to navigate billing conversations directly.
- Every VA has a named Coop ops contact. This is the person you call when something goes wrong, when you are unsure how to handle a situation, or when you want to discuss a new client opportunity.
- Matching is based on skills, timezone overlap, and role type. You will receive a match offer with a brief before accepting. You are never placed without your consent.
- After you accept a match, Coop schedules a kickoff call with you and the client within 48 hours. The first 7 days are considered a mutual trial — either side can exit without penalty.

03

Communication Standards

- Response time: reply to client messages within 4 business hours during your agreed working window. If you need longer, send a short acknowledgement so the client knows you have seen it.
- Proactive updates: do not wait to be asked. If a task is taking longer than expected, send a quick note. If you finish early, flag what you are moving to next.
- End-of-day summaries: for active client relationships, a 3–5 bullet summary of what you completed each day is expected unless your client opts out.
- Tone: professional, direct, and warm. Avoid jargon. Write like a trusted colleague, not a contractor completing a ticket.
- Escalation path: if a client is unresponsive, unclear, or difficult, do not guess — contact your Coop ops contact before proceeding. We handle the hard conversations.
- Never discuss billing, rates, or contract terms directly with clients. All of that goes through Coop.

04

Time Tracking & Timesheets

- Log your hours in real time via the Coop platform. Entries should include a brief note describing what you worked on (e.g. "Inbox triage + calendar scheduling · 1.5h").
- Weekly deadline: submit your timesheet by Friday at 5 pm in your local timezone. Late submissions may delay approval and affect your payment cycle.
- Client approval: your client reviews and approves the timesheet. If they have questions about an entry, they can flag it directly in the platform. You will be notified.
- Disputes: if an entry is disputed, do not edit or delete it. Contact your Coop ops contact — we mediate all disputes and make the final call.
- Rounding: log to the nearest 15 minutes. Do not round up. Accuracy builds trust faster than anything else.
- Overhead time (reading briefs, onboarding to tools, internal Coop calls) is not billable unless explicitly agreed with your client at kickoff.

05

Leave & Availability

- Submit all leave requests through the Coop platform — not by messaging your client directly. This keeps the record clean and ensures cover is arranged.
- Planned leave: give at least 5 business days' notice. Longer notice (2 weeks) is expected for anything over 3 consecutive days.
- Emergency leave: contact your Coop ops contact as soon as possible. We will manage the client communication on your behalf.
- During your absence, Coop will arrange a brief handoff document from you to the client. Template available in the platform.
- Availability windows: you are expected to maintain the overlap hours agreed at kickoff. If your availability changes, notify Coop immediately — do not let the client discover it through missed messages.
- Public holidays: you are not required to work on public holidays in your country. Flag these at kickoff so the client is aware of your calendar in advance.

06

Tools & Technology

- Coop platform: your primary hub for tasks, timesheets, messages, and documents. Get familiar with it before your first client day.
- Slack: most clients use Slack for day-to-day communication. Coop will connect your client's Slack workspace to the platform automatically.
- Google Workspace: the majority of clients use Google Docs, Sheets, Drive, and Calendar. If you are not fluent in Google Workspace, invest the time before your first placement.
- Client-specific tools: some clients use Notion, HubSpot, Salesforce, ClickUp, or others. You will be given access and a brief orientation at kickoff. Ask questions early.
- Password management: never ask a client to share passwords in plain text. Use a shared 1Password or Bitwarden vault. Coop can help set this up.
- AI tools: you are encouraged to use AI to work faster and better. Be transparent with your client about when you do. Never submit AI-generated work without reviewing and editing it yourself.

07

Professional Standards

- Confidentiality: everything you access — emails, financials, strategy documents, customer data — is strictly confidential. This obligation continues after your engagement ends.
- Client data: do not store client data on personal devices. Use shared drives and the tools provided. Do not copy data to third-party services without explicit client consent.
- NDA: by accepting a placement you agree to Coop's standard confidentiality terms. Some clients will also ask you to sign their own NDA — this is normal and expected.
- Conflicts of interest: if you are approached by a client's competitor, disclose this to your Coop ops contact before accepting any work.
- Social media: do not post about clients, their products, or any work you have done for them without written permission.
- Non-solicitation: you may not work directly with a Coop client outside the platform for 12 months after the engagement ends without Coop's written consent.

08

Getting Matched & First 30 Days

- Match offers include a client brief: company overview, role scope, timezone, hours per week, and tools used. Review it carefully before accepting.
- Kickoff call agenda: introductions, communication preferences, immediate priorities, access setup, and a 30-day check-in date.
- First week: prioritise listening and observing. Ask clarifying questions. Do not assume you know how the client wants things done.
- First 30 days: your goal is to become reliable and predictable. The client should never wonder what you are working on or when they will hear from you.
- 30-day check-in: Coop facilitates a structured check-in between you and the client. This is where feedback is shared and scope adjustments are made.
- Performance: Coop tracks client satisfaction and timesheet accuracy. VAs with consistent high ratings get priority on premium placements and rate increases.