Virtual Assistant interview questions

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What to expect

Virtual assistant interviews focus on your ability to manage multiple clients, work independently and use common remote tools. Employers want to know you can be trusted with their diary, their inbox and their confidential information without constant supervision.

- **Process and workflow:** Questions about how you set up calendars, manage email and track tasks in tools like Google Workspace, Asana or Calendly.
- **Client-facing and scenario:** Situations where you have to communicate with a client, handle a mistake or protect a client's reputation through your written responses.
- **Technical tool proficiency:** Questions about bookkeeping software such as Xero or MYOB, invoicing, expense reports and BAS preparation.
- **Behavioural and time management:** Past examples of juggling competing deadlines, prioritising work and staying productive while working remotely.

A typical interview starts with a phone or video screen with a recruiter or agency, then moves to a practical conversation with the business owner or manager. You may be asked to complete a short task, such as drafting an email or organising a sample calendar, before a final discussion about rates, availability and time zone coverage.

1. Walk me through how you set up and manage a client's calendar when they have meetings across multiple time zones.

Why they ask

This tests your organisational process and your familiarity with scheduling tools, which are core to the role.

How to structure your answer

Give a step-by-step walkthrough of your process, naming the tools you use and the checks you put in place. Finish with how you confirm details with the client.

Example answer

“First, I check the client's time zone and any regular commitments they have. I set up their Google Calendar with clear blocks for focus time and travel, then connect it to Calendly so external people can only book available slots. For each meeting request, I confirm the time in both zones, add a note with the attendee's location and send a reminder 24 hours before. I also keep a shared list in Asana of any meetings waiting on a reply, so nothing slips. At the end of each week, I review the next fortnight with the client to catch any clashes.”

2. Tell me about a time you had to juggle competing deadlines for two different clients. How did you handle it?

Why they ask

Virtual assistants often serve several clients at once, so the interviewer wants to see how you prioritise and communicate when everything feels urgent.

How to structure your answer

Use STAR. Describe the situation, the task, the action you took to prioritise and communicate, and the result for both clients.

Example answer

“I had one client who needed an urgent invoice batch sent before their end of month, and another who had a last minute board pack due the same afternoon. I looked at the actual consequences of each

deadline. The board pack was for a meeting that could not move, while the invoices had a two hour window before the client's bank cut off. I sent the client a short message explaining I would deliver the invoices by 2pm and the board pack by 4pm. I blocked my calendar, finished the invoices first, then completed the board pack. Both went out on time and the board client later asked me to take on their ongoing scheduling."

3. A client asks you to send an urgent email on their behalf, but you notice a factual error in the details they gave you. What do you do?

Why they ask

This scenario checks your attention to detail and your judgement about when to pause and check with a client rather than just following instructions.

How to structure your answer

Show judgement under pressure. Explain how you would pause, check the error with the client, suggest a correction and then send once confirmed.

Example answer

"I would not send the email with the error, even if the client said it was urgent. I would quickly draft the email with the corrected detail highlighted and message the client to say I noticed a figure that did not match their earlier report, and ask them to confirm. If they are unreachable and the email is truly time critical, I would send a holding reply to the recipient saying the full response is coming shortly, then send the corrected version once the client confirms. That way the client's reputation stays intact and the recipient is not left waiting."

4. What experience do you have with bookkeeping software like Xero or MYOB, and how do you prepare a BAS?

Why they ask

Many virtual assistants handle basic bookkeeping for small business clients, so the interviewer needs to know you understand Australian tax requirements and can work accurately.

How to structure your answer

Describe the software you use, the steps you follow to reconcile accounts, and how you check figures before a BAS is lodged. Mention that you work with the client's accountant where needed.

Example answer

"I use Xero for most of my clients and have also worked in MYOB. Each month I reconcile the bank feed, match receipts to transactions and chase any missing invoices. Before a BAS is due, I run a GST reconciliation report and check that the figures match the profit and loss statement. I prepare a summary for the client's accountant, flag any unusual items and never lodge the BAS myself unless the client has given written authority. I keep a checklist so that nothing is missed and the accountant receives clean records."

5. How would you handle a client who is unhappy with a missed appointment that you were responsible for scheduling?

Why they ask

This is a client-facing question that tests your accountability and your ability to repair trust without becoming defensive.

How to structure your answer

Acknowledge the mistake, take responsibility, offer a solution and explain what you will change to prevent it happening again.

Example answer

"I would apologise directly and take full responsibility, without making excuses. Then I would offer to contact the other party myself to reschedule at the earliest possible time, and confirm the new

appointment in writing to both sides. After that, I would review what went wrong. If it was a time zone error, I would add a double check to my calendar process. If it was a tool failure, I would switch to a more reliable reminder system. I would also send the client a brief note explaining the change I made so they can see I have fixed the root cause."

6. How do you stay productive and communicate effectively when working remotely with little supervision?

Why they ask

Remote work requires self management, and the interviewer wants to know you will not disappear or miss deadlines when no one is watching.

How to structure your answer

Describe your daily routine, the tools you use to track work, and how you keep clients informed without being asked.

Example answer

"I start each day by reviewing my task list in Asana and setting three priorities for the morning. I use time blocking in my calendar for focused work and check Slack at set times rather than constantly. I send a short end of day update to each client listing what I completed and what is coming up next. If I am waiting on something from a client, I flag it early rather than letting it sit. That routine means clients always know where their work stands and I do not need anyone to chase me."