



## VIRTUAL TEAM MEMBER GUIDELINES

### MISSION & VALUE:

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- What are the team member's primary responsibilities? *(Consider attaching a Job Description)*
  
- What 'Value' does the team member provide for the company and customers?

### DAILY WORK SCHEDULE AND MINIMUM EXPECTATIONS:

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- Hours of operation / work?
- Start time?
- Stop time?
- Scheduled breaks?

Minimum expectations of Activity and/or Performance?

### NOTES:

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**MEASUREMENTS & TIME FRAMES:** *What will be measured and how often?*

Standard/Expectation	Measurement & Frequency

**Available Communication Times:**

*During which hours each day will the team member be available to receive calls?*

**Frequency of Email / Voicemail Checks:**

*How often each day will the team member be expected to check emails and voicemails?*

**Tele-meeting Schedule:**

*When will you and your team member have phone meetings to ensure ongoing communication?*

**Communication Protocol:**

*What should be communicated by voicemail? What should be communicated by email? What can wait until your next scheduled tele-meeting? What can wait until your next face-to-face meeting? What constitutes an “emergency” when you should be contacted?*

**Technical Standards:**

*Who do I contact with any technical issues or support? How should data be backed up and how often? Am I meeting all IT security protocol requirements, etc.?*

This is to acknowledge that we agree to the standards shown above:

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Team Member

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Manager

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Date

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Date