



# The Art of Managing Freelance Technical Writers for Your Knowledge Base

## Hiring the right freelancers

Get writing samples and view their portfolio. Jump on a call or async chat. Give them a test project by paying them to evaluate your existing docs or write new articles.

## Share clear expectations

Explain what a typical task/day would look like and ask them to use your store/app. Share your review process and create goals/milestones. Create a Knowledge Base style guide.

## Review & communicate

Ask writers to self-edit beforehand and review accuracy. View readability score and use customer feedback as a KPI.

## Create a great environment

Use task management tools for easy tracking and promote work-life balance. Prioritize async communication and give constructive feedback.

## Payment & contracts

Decide on payment terms (per word, hour, or project). Create a specific contract based on work and expectations. Make copyright ownership clear and always pay on time.