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## **Job description – Office Assistant**

### **GENERAL DESCRIPTION OF POSITION**

The Sales and Operations Administrator provides support to the Executive team and serve as a liaison across the organization. This role will be involved in customer related services and processes as well as front and back office administration. This person will have an awareness and sensitivity toward the cultural norms of facility managers, office managers and the WBS operations teams that support them. Someone who is bilingual is a significant plus.

### **ESSENTIAL DUTIES AND RESPONSIBILITIES**

#### **Sales Administration:**

- Scheduling and calendar management
- Getting and Setting appointments as assigned
- Prepares first draft proposals (Clean Guru, Zoho {CRM})
- Sends and files final proposal as directed
- Prepares Weekly Expense Report
- Research target industries, vertical markets and competitive intelligence
- Presentation preparation (power-point)
- Assist in the preparation of planned meetings, and KPI (Key Performance Indicators) reports as assigned
- Proven ability to prioritize tasks and recognize and communicate "red flag issues" displaying sound judgement, be a problem solver and maintain confidentiality always (track all assigned tasks using Gantt chart to track start, progress, finish)
- Microsoft Excel proficiency a plus

#### **Operations Administration**

- Independent Contractor Scheduling/ Service Delivery Scheduling
- Sub-contractors and Vendor Scheduling
- Client Services Scheduling (Swept software)
- New Customer onboarding and customer care follow up
- Operations Journaling
- Customer billing
- Payroll tracking
- Vendor Payment
- Collections Tracking and follow up



**REQUIRED EXPERIENCE:**

High School diploma/GED or equivalent experience

Two (2) years experience in a related or office/clerical position

Stable work history

Excellent telephone and customer service skills

Ability to organize, multi-task and meet deadlines while maintaining a professional

Strong computer skills, including Microsoft Office Suite (Outlook, Word and Excel, PowerPoint) and Quickbooks.

Ability to work well in a team environment as well as alone on separate assignments and present a high level of professionalism

Ability to communicate effectively in English (both verbal and written) - Bi-lingual a plus (Spanish)

Friendly attitude

Ability to handle multiple tasks in a constantly changing environment

30-40 hrs per week

Job Type: Full time

Pay Rate - \$15.00