

JOB DESCRIPTION: Executive Assistant / Office Support Person

A-Train Marketing Communications, June 9, 2021

LOCATION: this is a 100% remote position; A-Train Marketing is located in Fort Collins/Denver, CO. **Applicants must reside in Fort Collins, CO.**

REPORTS TO: CEO and COO

POSITION SUMMARY:

The Executive Assistant / Office Support Person is primarily responsible for the day-to-day support of the CEO and COO, and administration of office tasks. This is a fully remote position, but the individual will still interface with clients, service providers, and all company staff to ensure the efficiency of the agency is maintained.

Status and salary:

Part-time, hourly employee – 25-30 hours per week. \$ 15-19/ hour. Not benefits eligible. Possibility to grow this role into a fulltime position with benefits.

Duties:

General:

- Assists in the day-to-day administration of the company including preparing agendas for staff meetings, booking meeting spaces, staff appreciation activities, etc.
- Performs local, minor errands as needed, including mail collection, bank deposits, printer runs, going to storage unit, and dropping off materials to clients. Must have reliable transportation.
- Answers all phones in a friendly but professional manner and forwards all calls to the appropriate staff members promptly and smoothly. If appropriate personnel are absent or unavailable to take calls, takes messages, including name of caller, caller's company name, phone number (and extension), best time to return call, whether call is urgent, and if possible, a brief note on the nature of the call and emails the information to the correct staff member. Screens initial calls for sales leads and conveys information to Growth Director.
- Manages company inventory of supplies, computers, and materials working in conjunction with the COO to make purchases as the need arises.
- Manages tasks and jobs in Function Point (traffic management / CRM software) and assists with Function Point administrative tasks such as opening clients and jobs, assigning tasks for other staff members, closing jobs, adding/changing employees, adding in company holidays annually, maintaining database, etc.

- Performs administrative tasks for client projects, including but not limited to arranging services providers, preparing documents, updating client timesheets, preparing materials, closing client files, and performing basic project work.
- Interfaces with outside agencies and vendors regarding office management and client projects, including printers and other suppliers, phone systems and IT, office maintenance service providers, etc.
- Client interface and customer service as needed, including confirmation of appointments, project follow-up and client database management, etc.
- Assists with other duties as the need arises.

Executive assistance:

- Assists CEO and COO in setting appointments and managing calendars, scheduling and confirming appointments, and in setting and managing travel arrangements.
- Work with the CEO and COO to optimize processes - gather and evaluate key performance indicators of the company and help us develop and improve automated functions.
- Help make our CEO more efficient and effective both by illuminating distracting details and making sure he stays focused throughout the workday while giving feedback and direction when necessary. This will include interfacing directly with CEO's calendar, email and the CRM and team task management system (Zoho). To assist CEO in conducting follow up tasks, scheduling, report generation, and email management.
- Assists in basic bookkeeping and financial reporting tasks, including reviewing accounts payable and accounts receivable items, entering expenses and receipts, payroll processing, bank deposits, late invoice collections, pulling timesheet summaries for clients, KPI report generation, etc.
- Assists with human resources administration, including but not limited to assuring all staff member paperwork is in order, onboarding/training new employees on general office tasks including voice mail system, helping facilitate employee benefits renewal paperwork, completing paperwork for contractors, etc.
- Assists with other duties as the need arises.

REQUIRED QUALIFICATIONS AND EXPERIENCE:

Must be collaborative, outgoing and possess the following qualities:

- Office admin experience preferred.
- Excellent writing, grammar, and punctuation skills and strong command of the English language, with an ability to provide accurate proofreading and editing.
- Demonstrated ability to work independently, in a fast-paced environment, manage several tasks simultaneously, accept and react positively to criticism of your work, and meet stringent deadlines.
- Computer skills: strong skills in MS Word, Office, Outlook, PowerPoint, internet required.
- Experience working in an agency environment strongly preferred.

ADDITIONAL INFORMATION:

Work environment:

This is a fully remote position. Candidate will be responsible for providing their work environment, including basic desk/chair/work area setup. Travel to client locations may be required on occasion. Adequate transportation required (car) and ability to be mobile, traveling to appointments, events, training, etc. as needed.

Physical demands:

While performing the duties of this job, the employee is regularly required to talk or hear. The employee is frequently required to walk; sit and use hands to finger, handle, or feel. The employee is occasionally required to stand; reach with hands and arms; stoop, kneel, crouch, and crawl. The vision requirements include the ability to adjust focus and close vision.

Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

A-Train is an Equal Opportunity Employer (EOE) and complies with employment laws as determined by the State of Colorado.