

## **Position: Office Administrator \$17-\$25**

### **Non-Exempt Position**

#### **Job brief**

We are looking for a reliable Office Administrator. You will act as the 'face' of our company and ensure visitors receive a heartwarming welcome. As a Front office administrator, you should combine a pleasant personality with a dynamic professional attitude to supervise and lead our team. Our ideal candidate can deal efficiently with complaints and has a solid customer service approach. Ultimately, you should be able to ensure our front desk provides professional and friendly service to our customers.

You will undertake administrative tasks, ensuring the entire staff has adequate support to work efficiently.

The tasks of the office administrator will include bookkeeping (company software: registrations, payment processing, accounts billable, invoicing, and adherence to systems in place) and mentoring office assistants. The ideal candidate will be competent in prioritizing and working with little supervision. You will be self-motivated and trustworthy.

The office administrator ensures smooth running of our company's offices and contributes in driving sustainable growth.

#### **Responsibilities Include (but not limited to)**

- Coordinate office activities and operations to secure efficiency and compliance to company policies
  - Ensure timely and accurate customer service
  - Handle complaints and specific customers' requests
  - Troubleshoot emergencies
- Train, supervise and support office and instructional staff including receptionists, coaches and instructors
  - Staff scheduling in cases of emergency and urgency and dividing responsibilities to ensure performance
- Keep facility in good and safe working order by communicating {as needed} with cleaning and maintenance services as well as cost comparison and reviewing existing accounts payable.
  - Maintain, organize and sanitize office, lobby and surrounding areas daily
- Maintain office security by following safety procedures and controlling access via the reception desk (monitor logbook, issue visitor badges)
- Greet customers, manage phone calls and correspondence (e-mail, letters, packages etc.)
- Create and update customer database records and company databases with customers, personnel, financial and other data
  - Ensure all accounts are invoiced on time
  - Manage customer accounts: waivers, enrollment, registrations and billing
- Drive sales and enrollments through customer leads
- Track stocks of office supplies and place orders when necessary, arrange repairs and maintain office condition
- Submit timely Class Manager reports and prepare presentations/proposals as assigned
- Assist colleagues whenever necessary
- Run day-to-day operations and uphold company procedures
- Partner with HR to update and maintain office policies as necessary
  - Employee schedules/shifts, timecard, submitting payroll, payroll record maintenance
- Coordinate with IT department on all office equipment
- Acquire quotes as needed for vendors and services, etc.

- Handle emergency situations as they arise (i.e. plumbing, injury, natural disasters, etc.)

### Requirements

- Proven experience as an **office administrator**, office assistant or relevant role
- Outstanding communication and interpersonal abilities
- Excellent organizational and leadership skills
- Familiarity with office management procedures and basic accounting principles
- Excellent knowledge of MS Office (MS Excel and MS Outlook, in particular), email tools, spreadsheets and databases and be able to accurately handle administrative duties and a willingness to learn new software
- High school diploma; BSc/BA in office administration or relevant field is preferred
- Flexibility in work schedule (weekly changes, some night and weekends are necessary)
- Excellent time management skills and ability to multi-task and prioritize work
- Attention to detail and problem-solving skills
- Excellent written and verbal communication skills
- Strong organizational and planning skills in a fast-paced environment