

## Operations Associate

The front desk is the first impression for our clients and guests. This person will be a highly capable, self-directed individual with the ability to juggle many tasks simultaneously. They will be able to do all this while maintaining professional composure in a busy environment. This role employs a high level of autonomy when it comes to problem solving for clients.

### Responsibilities:

- Actively set the culture and tone of our facility for residents, guests and staff daily
- Providing support, receiving and signing in guests and visitors
- Maintain organization and general appearance of facility and provide regular support to event associate
- Coordinate to place and receive orders and maintain back stock of cafe and office supplies
- Maintaining appearance and organization of lobby and reception space
- Troubleshoot, stock, and maintain site copy centers. This includes working with copy machine vendor on preventative maintenance, monitoring of toner levels, emergency troubleshooting, and repairs.
- Processing incoming packages and mail, manage outgoing mail pickups
- Organizing office lists, resources and organizational collateral
- Providing client and vendor support on a variety of topics
- Assisting with administrative tasks as needed
- Answering phone calls and responding to emails

### Qualities:

- Understand the role of presentation and optics in reception, and be comfortable treating everyone, from cleaning crew, to CEO as a VIP
- Be detail-oriented, thorough and highly organized
- Be comfortable enforcing rules, sometimes with difficult clients
- Work independently while appreciating what they don't know and when it's necessary to ask more experienced colleagues for help
- Be a team player, adaptable to ever changing situations and requirements
- Be able to function professionally and calmly, and be personable, even in stressful situations
- Bring energy and gusto into a room, truly deriving personal pleasure and satisfaction in helping others
- Be a self-motivated problem solver

### **Requirements:**

- Bachelor's degree
- Must have served in a customer-facing role before and be familiar with providing inimitable service
- Proficient in all Microsoft Office applications
- Excellent verbal, phone, written and interpersonal skills
- Normal business hours apply, however, there will be need for off-hour support at times
- Be able to lift 50 pounds, move furniture, and handle large items

### **Education**

- BA/BS
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