



Position Description

Position: Operations Assistant
Reports To: Human Resources
Department: Operations
Classification: Non-Exempt
Pay Grade: 11

Position Description: The Operations Assistant will provide a wide variety of administrative support and project assistance for the Human Resources and Marketing departments. Prepares routine and advanced correspondence including reports and has responsibility for managing mail distribution and assisting with Marketing tasks.

Job Duties

HR/Operations:

- Provides administrative support to Human Resources, Marketing, and Executive management on operational tasks and initiatives as needed.
- Manage all vendor contracts as well as assist with administrative functions required for compliance and regulatory filings.
- May assist with internal corporate communications.
- Coordinates and manages all administrative tasks required for board meetings, staff meetings and any company function.
- Proactively manages the corporate calendar.
- Supports all functions of the organization with special projects as needed.
- May assist the executive management team with corporate expenses.
- Manage and prioritize incoming and outgoing mail for the company.
- Ensures operation of equipment by completing service calls for repairs and helpdesk tickets.
- Manage current inventory of office supplies and order supplies as needed.
- Receive, sort, and distribute the mail.
- Assists management with the promotion, planning, and development of corporate cultural initiatives/activities.

Marketing:

- Assist with the search for Agent, Branch and Agent licenses on multiple websites.
- Assist with system administrator duties for WC Management software.
- Assist with system administrator duties for Salesforce.com.
- Assist with review of annual company appointment renewals.
- Assist with the support of marketing activities including events and marketing materials that includes organizing and shipment of items.
- Additional duties as assigned.

Knowledge, Skills, and Abilities:

- Excellent Verbal and written communications skills.
- Demonstrated maturity and tact when working with sensitive information.
- Strong analytical skills with attention to detail.
- Up to date knowledge of departmental regulations and policies.
- High level of independent problem-solving skills with the ability to carry out assignments to completion.
- Excellent interpersonal and customer relations skills with the ability to deliver on tasks/projects proactively and accurately.
- Proficient use of Microsoft Office products including Excel, PowerPoint, and Visio

Training and Experience/Minimum Qualifications

- High School Diploma or GED
- 3-5 years of work experience as an operation assistant
- Experience in the Insurance Industry preferred but not required.

Working Conditions

- Normal office environment

