



Position Title: Executive Operations Assistant

Job Description: The Executive Operations Assistant reports to the Chief Operating Officer and will provide him/her with executive-level support. The primary responsibility of this role will be to operate as the point person for the COO, allowing him/her to work more efficiently. Therefore, this position will interface with multiple areas of operations (namely remote support, sales, finance, and application development) allowing these operational areas to all work together in tandem to meet Novus Insight's business objectives through building and maintaining mutually beneficial long-term relationships with partners, prospects, and clients. This is a high visibility position that will ultimately allow the organization to operate more capably.

Essential Functions and Responsibilities:

Operations/Chief Operating Officer

- Maintains an accurate and detailed calendar for the COO, manages incoming scheduling requests, re-schedules meetings upon request, proactively communicates changes, and anticipates and responds to scheduling conflicts
- Helps track COO's tasks and projects to ensure appropriate prioritization of projects with respect to deadlines and organizational developments
- Triages staff requests of the COO and follows up on outstanding issues
- Provides a bridge for smooth communication between the organization; manages information flow
- Monitors the flow of proposals requiring the review & approval of the COO
- Organizes internal and external meetings for COO as requested, including logistical and substantive preparation
- Demonstrates tact under pressure and handles matters with sound judgement and confidentiality
- Provides special project leadership and support as needed
- Conducts preliminary research on a variety of topics; drafts materials as needed

General / Finance / Remote Support / Application Development:

- Assists with announcement lists/primary client contacts for mailers
- Screens phone calls and may provide clerical support as needed including room reservation requests, meeting preparation and mail distribution
- Maintains coffee area for staff
- Assists with office supply ordering as needed
- Assists Accountant with follow up calls to clients
- Assists with monitoring scheduling of application development staff & infrastructure, project & support staff
- Assists with organization and tracking of domain renewals & expirations

Sales:

- In conjunction with the sales team, supports efforts in maintaining timely sales processes using the customer relationship management system
- Assists in the creation of client agreements and reporting
- Communicates with clients regarding agreements and services
- Assists with maintenance of the customer relationship management system
- Proofreads/grammar checks agreements and materials as needed
- Assists with creating and managing electronic and physical documents related to sales and marketing, including developing and maintaining library of sales & client spreadsheets, client onboarding and training materials
- Collaborates with the sales staff to monitor active projects and agreements, and gathers regular updates from staff on the status of projects
- May follow up with Order Porters

Job Qualifications:

- **Education:** Associate degree required (Bachelor's Degree in Business Administration or related field preferred). Work experience may be substituted for educational requirements.
- **Experience:** 5+ years support experience. Sales or information technology background helpful, but not required.
- **Skills:** Self-starter; solution-focused; enthusiasm to learn and significantly contribute; ability to manage multiple deadlines; confident & assertive; exceptional organizational skills; ability to work with a wide variety of people and personalities; logical decision-maker but comfortable following up and asking questions. Strong knowledge of MS Office suite; strong communication & writing skills; some graphic design & layout skills (in MS platform) helpful; some data & report development skills (in MS platform). Knowledge of service sales or desire to learn; knowledge of technology industries or desire to learn. Citizenship requirements must meet export control regulations.

Physical Demands & Work Environment: The person in this position needs to frequently move about inside the office to access file cabinets, office machinery, etc. Continually operates a computer and other office productivity machinery. The person in this position continually communicates with individuals; must be able to exchange accurate information in these situations. Must be able to view electronic information.

Generally normal conditions with reasonable workstation flexibility. Moderate noise (business office with computers and printers, light traffic).

Reports to: Chief Operating Officer



Manage Others: No

Job Type: Administrative

Employee Type: Exempt, Full Time

Travel: Infrequent

Compensation: Based on qualifications

Relocation: No

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Please direct resumes to Heather Petrone, Human Resources Manager, at hpetrone@novusinsight.com.