

## **Administrative Assistant – Catalyst Learning Company**

### **Major Duties and Responsibilities**

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The Admin Assistant position is an entry-point to Catalyst Learning. As the business needs and allows, the position may provide a high performing employee the opportunity to progress to another position within the Company that aligns to his/her skills, experience, education and interests.

- **Multiple Reporting Channels**
  - **To CEO.** Works with everyone in the Company and with customers, suppliers and other guests. With CEO, prioritizes requests for support coming from others. Provides reports.
  - **To Marketing, Sales, and Client Relations leaders.** See below; matrix to these positions
    - Research Projects. Assists with research, clerical work, contact management.
- **Administrative and Office Support**
  - General office tasks, such as supplier quotes, ordering supplies, shipping, etc. Greet office visitors and answers phones. Ensures neat general office appearance
  - Office Software Support. Stays proficient in tools. Trains staff as needed in software tools.
  - Company meeting support, e.g. A/V advance set-up, meals; remote instructor sessions
  - Accounts Receivable support as needed. Special projects as assigned.
  - Process Improvement. Helps organize and document office processes
  - Onboarding. Prepares work area for new co-workers, assists with orientation.
- **Scheduling and Travel Support**
  - **Schedule support for CEO** - schedule appointments, drafts agendas, PPT decks, etc.
  - **Travel support for all staff and contractors** – Policy is safe, comfortable, convenient travel at lowest possible cost. Books all travel and maintains, with Accountant, centralized knowledge of air travel credits. Communicates all required information to traveler
- **Marketing Support** – variety of support functions. Examples:
  - **Campaigns.** Assists with researching key prospect contacts for marketing, data entry into Excel/SalesForce, and organization and creative assistance of marketing campaigns.
  - **Trade shows.** Work with Marketing leader on all arrangements
  - **Website.** Makes minor editing updates to website.
- **Client Relations (Customer Service) Support**
  - **Data Entry,** for student class registration, etc.
  - **Data compilation, Report preparation.** Customer outcomes
  - **Customer Shipments** – Support, mailing, tracking for customers
  - **Tech support calls, Emails.** Monthly activity reports
- **Sales Support** – variety of support functions. Examples:
  - **SalesForce contact management system;** database admin, updating, reporting
  - **Sales presentations,** e.g. customizing PPT decks, print collateral, Level 3 outcome reports

#### **Requirements**

- Team player. Comfortable working with all types of individuals, e.g. internal colleagues, customer executives, students, etc.
- Excellent communications skills: written and verbal
- Excellent organization skills, the ability to analyze, prioritize, and meet deadlines.
- Flexible, adaptable; the Company is in a period of growth and change
- Proficient with Microsoft Office Package (Word, Excel, Powerpoint); comfortable w/ technology.

**Preference** given to those with experience: in Healthcare or Education industries; with SalesForce CRM; and/or with SharpSpring marketing automation system.