



Job Description: Operations Coordinator

We are looking for an outgoing and highly organized Operations Coordinator to assist the CEO with the management of daily business activities and customer service. The Operations Coordinator's responsibilities include assisting with sales, pricing and contracting activities, resolving customer issues efficiently, helping improve sales presentations, and general office administration duties. The right candidate will have excellent communication and organizational skills; proficiency in Excel is a must.

Ultimately, an outstanding Operations Coordinator should be able to help ensure the smooth daily operations of our business.

Operations Coordinator Responsibilities:

- Provide assistance to the CEO, such as creating campaign emails and editing email templates, and assisting in preparing communications: PowerPoint presentations and Excel worksheets
- Assist with sales, pricing and contracting activities
- Prepare and maintain sales documents and reports
- Assist in the development of sales presentations and other marketing materials
- Perform administrative tasks, such as scheduling meetings and conferences
- Enter basic customer information into Salesforce
- Utilize various software, including Microsoft Office, Excel, Power point, Salesforce and Conga to prepare reports and/or special projects
- Handle customer issues such as creating and resolving cases for pending problems
- Maintain Customer Case report for open cases in SF pertaining to customer issues
- Assisting with any other duties as assigned

Operations Coordinator Requirements:

- Bachelor's degree in relevant field preferred such as business, economics or finance
- Experience in office management or an administrative role
- Excellent communication and people management skills
- Must be a team player, willing to jump in wherever needed
- Excellent organizational and time management skills
- Proficiency in Microsoft Office with strong Excel and PowerPoint experience
- Proficiency with Salesforce or similar CRM
- Ability to multitask and work with competing priorities
- Self-starter with strong problem-solving skills

Notes: This is a full-time position for our office in Westlake, OH
After 3 months of training, we may consider 1-2 days per week of remote work
We provide a competitive salary and benefits