



## POSITION DESCRIPTION

Job Title:	Online Business / Operations Manager	Classification:	Management
Responsible To:	CEO	FLSA:	Exempt
Department:	Administration	Starting Salary:	\$60,000
Work Site(s):	New York/Virtual	Last Update:	3/9/22

Marissa Q. Paine International (MQPI), an established coaching and consulting firm specializing in making big shifts happen for women entrepreneurs, executives, teams and social sector organizations, is looking for an experienced operations and administration professional to add to our small but mighty team of change agents. The successful candidate will be a key player in the expansion and fulfillment of our powerful vision with core responsibilities in managing projects, overseeing daily operations, providing customer service and client support, and handling basic HR functions.

### Position Summary:

The Online Business / Operations Manager (OBOM) works with the CEO and coordinates with other team members on a daily basis to manage, oversee, and guide the operations and administration activities of Marissa Q Paine International. Strong cloud-based technology skills and knowledge of automating online programming is required. Responsibilities are both internal and external, working closely with the TPG team, as well as our clients, vendors, and other business partners to ensure smooth and efficient operations.

The OBOM ensures that the team stays on task and accomplishes key milestones in the execution of various projects, while supporting the CEO as her right-hand person and helping her lead the team to fulfill the company's long-term vision and mission.

As the Online Business / Operations Manager of a small business, the OBOM will personally handle several responsibilities and coordinate the activities of others, as described below.

### Key Functions:

- Plan, launch, implement, and oversee all existing and new administrative and operational projects ensuring that tasks are assigned to the appropriate team members and milestones are being accomplished on time and within budget (ex. weekly emails, monthly webinars, quarterly events etc)
- Analyze, simplify, streamline, and oversee basic business operations and processes, such as client services, purchasing and invoicing, vendor management, etc.
- Develop, update, and maintain Standard Operating Procedures (SOPs) for all functions and communicate any and all changes to the team, as needed, to ensure they stay up-to-date
- Act as liaison between the CEO with all employees, key contractors, vendors, and other business partners
- Identify and track Key Performance Indicators (KPIs) for projects, activities, and business functions, monitor the company's progress, provide updates, and offer suggestions for improvement to the CEO
- Supervise, support, guide, and direct daily activities of the virtual assistant to ensure all expectations are being met and deliverables are being completed and delivered on time and within budget

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- Coordinate basic HR functions, including recruitment activities, scheduling interviews, communicating with candidates, ensuring all required paperwork is completed, and assisting with onboarding and offboarding
- Provide exceptional service to existing, new, and prospective customers through clear communication, answering questions, providing support, troubleshooting technical issues, and being attentive and caring
- Schedule and manage all details of regular meetings, create and send out agendas, take and distribute notes, upload action items to project management software, and assign tasks to appropriate individuals
- Support the CEO with administrative tasks, including calendar management, coordinating speaking events, planning travel and accommodations, workflow management, and ensuring deliverables are met
- Manage and send out all new client gifts weekly, maintain inventory of supplies, and place orders as needed
- Learn, setup, update, and maintain all programs and systems utilized in the business, including project management software, scheduling tools, bookkeeping program, etc.
- Perform other relevant and reasonable duties as assigned

### **Successful candidates will have the following skills and qualifications:**

- Bachelor's degree in business, project management, or a related field (or equivalent combination of education/certification and experience)
- Two (2) years of experience in online business management, project management, or related field
- Experience working with a small business
- Excellent written and verbal communication skills
- Ability to work independently and collaboratively
- High level of professionalism and discretion with handling confidential information
- Proven experience creating and maintaining systems and processes
- Strong project management, prioritization, time management and decision-making skills
- Ability to manage multiple projects at once and thrives in a fast-paced, rapidly changing environment
- Maintains a positive attitude and knows how to balance having fun while accomplishing goals
- Strong technical skills, especially in the following areas: email marketing, project management, CRM, calendar management/scheduling, survey design, inventory management, budgeting, bookkeeping
- Willingness and ability to work onsite at the home office of the CEO once per week (Queens)

### **Our Core Values**

Our core values are what sets us apart and ensures that our whole team is aligned so we can be successful together.

#### **INFORMED PRACTICE**

We use research, best- and promising practices, subject matter experts and our own field experience as the foundation upon which we build the strategies and solutions we present. We maintain a commitment to stay current in our areas of service, and when we're not, we connect our clients to or collaborate with those who are.

#### **AUTHENTIC COUNSEL**

With our client's best interest at heart, we pride ourselves on being genuine, transparent, upfront and honest as we offer feedback and make recommendations. We don't take lightly the trust our clients place in us and we commit to honor that trust with authentic counsel. We honor this value internally with one another and strive to create an environment where our clients feel comfortable doing the same.

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### ATTENTIVE SERVICE

We believe in good old-fashioned customer service at the highest level. We honor our clients as the true experts about their reality, and we partner with them to create solutions that are responsive to their unique needs. In short, we revolt against the cookie-cutter, and we're not happy unless you are.

### EXCEPTIONAL RESULTS

There's a reason there's an "e" at the end of paine. It's excellence! Simply put, our goal is to support our clients in achieving their goals and to do that exceptionally well. We're responsive to spoken and unspoken needs and use our client's feedback, growth and transformation as the best indicator of success. This for us is paramount, and if off chance that we miss the mark, we're committed to fixing it.

### LIBERATED EXPRESSION

Our uniqueness is what makes us powerful. We are proud to be a Black woman led firm committed to racial equity and inclusion within our organization and with our partners in business and life. We acknowledge and appreciate the intersectionality of our diverse identities and celebrate the unique ways we elect to express them. By embracing our own identities, we expand our competency in valuing others.

### YELLOW ROSES

We believe that life is short and a gift, and that humans are human; so, we don't take ourselves too seriously. We smile. We laugh. We cry. We strive to live life fully and responsibly, pausing to smell the roses along the way. We value friendships and family. We stand for what is right and just, and we work with those who share these values.

### Perks & Benefits:

- Generous PTO Policy
- Paid Holidays
- Tech stipend
- Healthcare stipend
- Flexible work schedule\*
- Full-time work from home role\*
- Occasional Travel
- Great Team Environment
- Professional Development

### Supervisory Responsibility

This person in this position will supervise, support, guide, and direct the daily activities of a virtual assistant.

### Work Environment\*

This position is a work from home role and job duties will be performed in the location of the employee's choosing, either in a home office or co-working space (at your own expense). Private, confidential space must be available for meetings, calls etc. This position will also be expected to work from the home office of the CEO at least one day per week.

### Physical Demands

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this position.

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The employee in this position will use their hands, wrists, and fingers for typing and working on the computer. They will be required to sit or stand for extended periods of time, while using a computer for the duration of their workday.

They will also reach, bend, pull, stoop, and lift and carry up to 25 pounds when packing and shipping client gifts.

Occasional travel to company events will be required and may include walking and stair climbing; building accessibility cannot always be guaranteed when traveling to clients or special events.

### **Position Type/Expected Hours of Work\***

This is a regular, full-time exempt position. Work hours are flexible and may vary but are prioritized based on the company's content and event calendar. Typical work schedules are arranged with the employee's supervisor and set between the hours of 8:30 a.m. and 8:30 p.m. ET. Full time employees are expected to work an average of 40 hours per week. Occasional evenings and weekends are expected.

### **Travel**

This position requires local travel to the CEO's home office at least once per week. Additional travel may be necessary for business and team events. The person in this role will receive advanced notice of any required travel.

### **Work Authorization**

In compliance with federal law, all persons hired will be required to verify identity and eligibility to work in the United States and to complete the required employment eligibility verification document form upon hire.

### **EEO Statement**

The PaineFree Group (TPG) d/b/a Marissa Q Paine Int'l. provides equal employment opportunities (EEO) to all employees and applicants for employment without regard to race, color, religion, sex, national origin, age, disability or genetics. In addition to federal law requirements, TPG complies with applicable state and local laws governing nondiscrimination in employment in every location in which the company has facilities. This policy applies to all terms and conditions of employment, including recruiting, hiring, placement, promotion, termination, layoff, recall, transfer, leaves of absence, compensation and training.

### **Other Duties**

This job description covers the essential functions for the role and is not an exhaustive list of all required duties, tasks, and responsibilities of the employee in this position. Other reasonable and necessary duties, tasks, and responsibilities may be assigned on an as needed basis during the normal course of business.

### **To Apply**

For consideration, please submit a Candidate Profile by [clicking here](#). You will be asked in the application to upload a PDF copy of your resume.