



## OFFICE ADMINISTRATOR

**STATUS:** Exempt

**DEPARTMENT:** Operations

### ORGANIZATIONAL RELATIONSHIPS

**Reports to:**

Kelly Berry, VP of Operations

**Supervises:**

None

### INDIVIDUAL FUNCTION STATEMENT

I perform administrative and support activities for a company that helps fitness professionals develop career, business and personal growth.

### CORE RESPONSIBILITIES

1. Manage live event support tasks
2. Manage partner support processes
3. Manage office resources, supplies and environment
4. Complete administrative responsibilities

### METRICS

1. Response time (Fusedesk red case)
2. Support Satisfaction Ratings

### SPECIFIC DUTIES AND RESPONSIBILITIES

1. Manage live event support tasks
  - 1.1. Complete travel & accommodation arrangements for internal and external events
  - 1.2. Communicate with event points of contact and maintain organized documentation of presentation and on-site event needs
  - 1.3. On-site preparation, set up and event management responsibilities
  - 1.4. Maintain and manage the live event calendar
  - 1.5. Travel to and attend live events as needed
2. Manage partner support processes
  - 2.1. Provide ongoing support of customers through various channels, which may include email, telephone, live chat.
  - 2.2. Execute the Issues List, cancellation, refunds, receivables and failed billing processes
  - 2.3. Complete new Coaching Partner account setup
  - 2.4. Manage customer CRM information to maintain accuracy
  - 2.5. Create territory maps for sales and operations
  - 2.6. Manage the credit card dispute process
  - 2.7. Send and manage documents for signature through Echosign
  - 2.8. Complete necessary documentation for the Scorecard
3. Manage office resources, supplies and environment
  - 3.1. Perform general administrative duties including but not limited to answering the phone, greeting guests, printing, mailing and filing.
  - 3.2. Sort incoming mail to appropriate recipients
  - 3.3. Scan bills and upload to bookkeeping

- 3.4. Maintain internal IT needs and maintenance
- 3.5. Purchase and ensure office supplies are in stock and within budget
- 3.6. Point of contact for on-site vendors/contacts
- 3.7. Manage office cleanliness and appearance
- 4. Complete administrative responsibilities
  - 4.1. Purchases and sends gifts and awards to team members and customers
  - 4.2. Manage the CEU application and fulfillment process
  - 4.3. Complete data-entry projects as needed
  - 4.4. Publish new content in Campus or Customerhub as needed
  - 4.5. Queue email broadcasts for operations content as needed
  - 4.6. Edit and organize video content as needed

**GENERAL DUTIES AND RESPONSIBILITIES**

- A. Maintain intercompany communication among the on-site and virtual team members. This will include communication with other departments when needed.
- B. Functions as a contributing member of the department's team and other teams, as assigned
- C. Establishes individual goals which are aligned with Fitness Revolution's business strategies and objectives.
- D. Performs other duties as required that are reasonable and applicable to this position as assigned.
- E. Participates in all meetings/trainings as required for position.
- F. Models FRs Core Values and Mission.

**COMPETENCIES**

- A. Problem solving - analytical thinking
- B. Organization and Planning
- C. Communication
- D. Efficiency
- E. Customer Oriented

**EDUCATION, EXPERIENCE AND SKILLS**

- A. High School Diploma required, 2 or 4 year college degree preferred
- B. Proficient in Microsoft Office products, internet usage, online technologies such as email, google, Google Calendar, Google Docs and sheets, and video conferencing software.
- C. Task-oriented and skilled at managing multiple projects

**ADDITIONAL REQUIREMENTS**

- Working Conditions: This position involves working within an indoor office environment around general office equipment and may include non-traditional hours including evenings and weekends.
- Physical Requirements: The employee is occasionally required to stand; walk; sit; reach with hands and arms; climb or balance; and stoop, kneel, crouch or crawl. The employee must occasionally lift and/or move up to 25 pounds. Specific vision abilities required by this position include close vision, distance vision, color vision, peripheral vision, and the ability to adjust focus.

Employee Signature: \_\_\_\_\_

Date: \_\_\_\_\_