



**JOB DESCRIPTION:** Business Office Coordinator

**DEPARTMENT:** Administration

**DIRECT REPORT:** CEO

### **JOB OBJECTIVES:**

The Business Office Coordinator is a member of the administrative team working in the Pembroke, MA (corporate office) to provide high quality and timely support to NEWCOM Wireless Services (NEWCOM). The Business Office Coordinator is responsible for ensuring the smooth operations of the office and administrative functions, and providing administrative support to the Sales & Operations Manager, Director of Marketing, COO, and CEO of NEWCOM Wireless Services. This job is responsible for maintaining an inventory of supplies for each department within the company. This person will work with FedEx, UPS, Amazon, and freight companies as needed to handle all packages throughout the company. This person will work with the sales team to create routines and order levels to support programs and normal business needs - documentation and all proof of deliveries on sales records and invoices.

### **RESPONSIBILITIES:**

- Present a professional, welcoming first contact to all clients, vendors, distributors, resellers, team members, media, etc. by phone, in person, and email. Responsible for the development and implementation of efficient office systems.
- Responsible for organizational functions and general meeting support: arranging, following up calls, maintaining office space schedules, copying and scanning, etc.
- Responsible for shipping and monitoring shipment arrivals and receive credits for shipping accuracy
- Responsible for managing supplies and maintenance of storage areas
- Provide support for marketing: assist with mailings, presentation packets, special projects, etc. trade show and event planning – trade show equipment, inventory, and unpacking as needed
- Provide support for CEO & COO
- Provide support for Sales & Operations Manager, NEWCOM – reports and updates of all quotes and purchase orders and “Proof of Delivery” for product deliveries and support activities.
- Provide consistent communication/updates on projects
- Responsible for some in-office product shipments on an as needed basis

- Responsible for managing a small inventory, supplies and organization of storage areas
- Support companywide savings initiatives and actively determine areas for improvements
- Adheres to all company policies, procedures and business ethics codes and ensures that they are communicated and implemented within the company

#### **RELATIONSHIPS AND ROLES:**

- Understand that this is a role that will wear multiple hats but still with a core focus on business office functions and operations
- Provide strategies to support the CEO & COO for the fast-paced growth of NEWCOM
- Set examples for team members in areas of personal character, commitment, and work ethic.
- Conduct regular great communication skills and regular updates with CEO & COO
- Maintain contact with NEWCOM customers to ensure high levels of client satisfaction
- Demonstrate ability to interact and cooperate with all company team members

#### **SPECIFICATIONS:**

- 2-4 years minimum business/sales/administrative experience
- Proven track record and success in a results-oriented company
- Strong communication and interpersonal skills
- Able to maintain a good work-life balance
- Highly motivated self-starter, proactive, helpful, can-do attitude
- Neat, organized, able to work independently and interdependently, welcoming to the public and customers
- Computer literate including spreadsheets, Microsoft products (Word, Excel, PowerPoint), email, web
- Able to operate in a fast-paced and changing market environment