

# SCM | Associates

## Job Description

**Job Title:** Business Operations Administrative Assistant

**Department:** Business Operations

**Reports to:** Director of Operations

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### Summary

The **Business Operations Administrative Assistant** provides comprehensive administrative support across multiple functions, including **bookkeeping, reception/front office, HR assistance**, and general **business operations support**. This role requires exceptional organizational skills, attention to detail, and the ability to manage multiple priorities in a dynamic environment.

### Responsibilities and Duties

Responsibilities include the following, and other duties may be assigned.

#### **Bookkeeping**

- ♦ Maintain accurate financial records, including accounts payable/receivable, general ledger, and bank reconciliations.
- ♦ Prepare and process invoices, expense reports, and vendor payments.
- ♦ Assist with payroll processing and ensure compliance with tax regulations.
- ♦ Generate monthly, quarterly, and annual financial reports for management.

#### **Reception & Front Office**

- ♦ Answer and direct incoming calls professionally.
- ♦ Greet visitors and manage front desk operations.
- ♦ Handle mail and deliveries; prepare outgoing packages and arrange overnight shipping when needed.

#### **Business Operations Support**

- ♦ Maintain organized filing systems for the Business Operations department.
- ♦ Manage office supply inventory and kitchen upkeep; order and stock supplies as needed.
- ♦ Provide administrative support for projects and day-to-day operations.

- ♦ Prepare reports, presentations, and correspondence.
- ♦ Take meeting notes during staff and management meetings.
- ♦ Assist in maintaining company policies and procedures.
- ♦ Coordinate with vendors for office services (equipment, cleaning, shredding, water service, etc).
- ♦ Support setup and cleanup for staff events.
- ♦ Conduct research tasks for the department.
- ♦ Perform company errands using personal vehicle as directed.

## HR Assistance

- ♦ Support recruitment activities, including posting job ads and scheduling interviews.
- ♦ Assist with the onboarding processes for new employees and maintaining personnel files.
- ♦ Completes payroll reports and related activities.
- ♦ Performs other related duties as assigned

## Supervision Received

This position exercises some latitude in planning and executing the workload, but works closely with the supervisor.

## Competencies:

To perform the job successfully, an individual should demonstrate the following competencies:

- ♦ **Problem Solving:** identifies and resolves problems in a timely manner; gathers and analyzes information skillfully; uses reason even when dealing with emotional topics.
- ♦ **Customer Service:** manages difficult or emotional customer situations; responds promptly to customer needs; solicits customer feedback to improve service; responds to requests for service and assistance.
- ♦ **Interpersonal:** focuses on solving conflict, not blaming; maintains confidentiality; listens to others without interrupting.
- ♦ **Oral Communication:** speaks clearly and persuasively in positive or negative situations; listens and gets clarification; responds well to questions.
- ♦ **Written Communication:** writes clearly and informatively; edits work for spelling and grammar; is able to read and interpret written information.

- ♦ **Organizational Support:** follows policies and procedures; completes administrative tasks correctly and on time; supports organization's goals and values.
- ♦ **Attendance/Punctuality:** is consistently at work and on time; ensures work responsibilities are covered when absent.
- ♦ **Dependability:** follows instructions; responds to management direction; takes responsibility for own actions; completes tasks on time or notifies appropriate person with an alternate plan.
- ♦ **Judgment:** displays willingness to make decisions; exhibits sound and accurate judgment; includes appropriate people in decision-making process.
- ♦ **Professionalism:** approaches others in a tactful manner; treats others with respect and consideration regardless of their status or position; accepts responsibility for own actions.
- ♦ **Other Skills and Abilities:** ability to organize and evaluate workload and prioritize work; ability to complete multiple, simultaneous projects with accuracy and efficiency. Excellent organizational and multitasking abilities. Strong communication and interpersonal skills.

## Preferred Attributes

- ♦ Ability to maintain confidentiality and handle sensitive information.
- ♦ Problem-solving mindset and attention to detail.
- ♦ Comfortable working independently and as part of a team.

## Qualifications

To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed below are representative of the knowledge, skill, and/or ability required. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

- ♦ **Education/Experience:** Associate's degree in Accounting, Business Administration, or related field (Bachelor's preferred). 3+ years in bookkeeping or accounting; experience in administrative or HR support.

- ♦ **Language Ability:** ability to read and comprehend simple instructions, short correspondence, and memos; ability to write simple correspondence; ability to effectively present information in one-on-one and small group situations to customers, clients, and other employees of the organization.
- ♦ **Math Ability:** ability to add, subtract, multiply, and divide in all units of measure using whole numbers, common fractions, and decimals. Ability to compute rate, ratio, and percent.
- ♦ **Reasoning Ability:** ability to apply common sense understanding to carry out instructions furnished in written, oral, or diagram form; ability to deal with problems involving several concrete variables in standardized situations.
- ♦ **Computer Skills:** intermediate-level knowledge of computer functions including **Strong knowledge of MS Office Suite (Excel, Word, Outlook). Proficiency in QuickBooks accounting software.**
- ♦ **Certificates and Licenses:** valid California driver's license and valid automobile liability insurance.
- ♦ **Supervisory Responsibilities:** this job has no supervisory responsibilities.

## Work Environment

The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodation may be made to enable individuals with disabilities to perform the essential functions.

The noise level in the work environment is usually moderate.

## 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 job. Reasonable accommodation may be made to enable individuals with disabilities to perform the essential functions.

The employee must frequently lift and/or move up to twenty pounds. Specific vision abilities required include close vision and ability to adjust focus. The employee is required regularly to sit and talk or hear. The employee is required occasionally to stand and walk. The employee is required frequently to use hands to finger, handle, or feel and to reach with hands and arms. The employee is required frequently to stand, walk, stoop, kneel, crouch, or crawl.