

November 1, 2017

Vivorte, Inc.

Job Description: Business Support Administrator

Describe the role:

Multi-functional role to provide office management, administrative & bookkeeping services

Specifically:

Administrative support for CEO, CSO, CFO and VP Sales and Marketing

- Maintain executive staff calendars, schedule meetings, make and coordinate travel, attend team meetings and training, write and distribute meeting notes, maintain files
- Maintains and reports MTD/QTS YTD revenue updates, database of customers & distribution and other contracts, with calendar for contract renewals or terminations,
- Maintain database and tickler file for insurance, regulatory compliance, office lease, etc
- Coordinates renewals for insurance, licenses, other compliance activities

Bookkeeping:

- Coordinate accounting activities with consulting accounting firm, and perform routine tasks such as maintaining purchase orders, invoicing, expense reporting, managing payroll, accounts payable etc.
- Coordinate activities with audit and tax firm to ensure timely reports and filings as required

Office management

Point person for daily office activities. Handles incoming calls and mail. Manages office supplies, and equipment. Identifies needs and maintains office in accordance with all local, state and federal requirements; Ensure basic HR and Safety requirements met, coordinates facility maintenance and housekeeping.

Technical Assistance:

As in any small company, employee may be required to assist with basic technology development: record keeping, testing, transporting materials, performing internet research, sourcing materials, etc. May also participate in occasional manufacturing and packaging. Training will be provided.

Customer Service and Support:

- Maintain customer database and coordinate records associated with end product traceability, inventory, purchase orders and invoicing.
- Support production manager in shipping receiving activities and scheduling.

Other duties as assigned:

Additional duties may be assigned to this position on an as needed basis to ensure success of the company.

What does success look like specifically?

- a) Clients, investors, customers, industry partners etc will have a pleasant experience when contacting and interacting with the company.
- b) Schedules and calendars will be manageable. Necessary meetings will be scheduled timely.
- c) Staff will feel office runs efficiently and calmly.
- d) The books will be up to date weekly and all required financial reports will be completed accurately and on time.
- e) Training will be identified and documented as necessary to remain in compliance with all local, state and federal requirements.
- f) Payroll and benefits will run smoothly with minimal issues.
- g) Accounts receivable and payable will be maintained and current.
- h) Office will be presentable, safe and represent a 'high tech' organized company.
- i) Records and files will be neat, orderly, accessible and up to date.

What are the top 5 responsibilities of the position?

- ❖ Office management
- ❖ Bookkeeping and record keeping
- ❖ Payroll, benefits and health/safety compliance
- ❖ Administrative support
- ❖ Technical support including supplier and contract/consultant labor contracts.

Critical Requirements:

Job-related functional/technical skills & knowledge requirements

<ol style="list-style-type: none"> 1. Excellent follow up, detail oriented, organized and demonstrated strong problem resolution skills 2. Demonstrated customer centricity 3. Knowledge and familiarity with basic bookkeeping, supplier-purchasing coordination, administrative computer applications: email, internet, word processing, excel spreadsheets, powerpoint. 4. Ability to thrive in a flexible environment with direction but limited direct supervision. 5. Knowledge of the structure of the English language including meaning and spelling of words, grammar and composition. 	<p>Weight Assigned</p> <p>40%</p>
---	---

Priority leadership/behavioral expectations

<ol style="list-style-type: none"> 1. Integrity based Actions: builds trust; tells the truth, initiates transparency into problems; demonstrates genuine caring for people, able to work calmly towards tight deadlines. 2. Results and Performance Driven: assumes personal ownership and accountability for business results and solutions; consistently delivers results that meet or exceed expectations. 3. Strategic Thinking: Driven to envision a better future; develops and articulates recommended improvements for the organization. 4. Collaboration and Teaming: puts interests of enterprise above own; works well across functions to drive opportunities. 5. Organization and Talent Development: Motivates others to achieve a desired action; enjoys working with a diverse group of people; invests time to be personally “connected” with the organization. 6. Global Customer-Centricity: Ability to build relationships across customer segments and regions 7. Innovation: Creates competitive advantage through designing and implementing simplified processes and procedures. 8. Managing Complexity: Understands need to balance between short term business needs and long term aspirations of the company, multi-tasking capabilities. 	<p>Weight Assigned</p> <p>40%</p>
--	---

Education – minimum and preferred educational requirements

<ol style="list-style-type: none"> 1. Minimum: HS with 5 to 10 yrs applicable experience 2. Preferred: BA/BS 	<p>Weight Assigned</p> <p>10%</p>
--	---

Experience – minimum and preferred experiences, number of years

<ol style="list-style-type: none"> 1. Preferred: Technical degree 2. Preferred: Start-up company experience 3. Preferred: Accounting/bookkeeping 4. Required: 3+ years of office management experience with HS diploma or no experience required with BA/BS 	<p>Weight Assigned</p> <p>10%</p>
---	---

Total Weight: 100%