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Position Profile- Aria Office Manager

Reports to: Aria Manager

Skills and Competencies:

- Strong verbal and written communication skills for interacting with customers, suppliers, staff, and others.
- Ability to manage and document standard operating procedures for administrative tasks.
- Effective problem-solving and a proactive approach to work.
- Strong organizational skills and ability to multitask effectively.
- Ability to maintain confidential information with discretion.
- Ability to plan and manage projects, apply policies and regulations, and maintain accurate records.
- Tech savvy, including proficiency with computers, smartphones, tablets, and AI tools.
- Demonstrates strong administrative skills with the ability to foster a positive, productive, and professional work environment.
- Highly adaptable with the ability to efficiently utilize multiple software platforms and continuously improve evolving business processes.
- Proficient in Microsoft Office Suite, Google Docs and Sheets, Adobe Acrobat Standard, Zoom, and Teams.

Common tasks include but are not limited to:

- Handle daily operations of Aria On-site, while remaining available to support other functions when needed.
- Communicate professionally by phone, email, text, and web forms.
- Performs and manages daily administrative duties efficiently, professionally, and courteously, including answering phones and doors, sorting mail, and responding to management requests.
- Manage calendars, appointments, and customer files using various software platforms.
- Work with Finance on accounting-related tasks.
- Contribute to the company's monthly financial goals by identifying and implementing cost-saving opportunities.
- Prepare job tickets.
- Send thank-you cards and maintain customer follow-up efforts.
- Handle and resolve customer calls and complaints professionally.
- Coordinate marketing materials.
- Develop forms, letters, documents, and recommend or implement software to improve workflow efficiency.

Education, Certifications and/or Experience:

- High School Diploma.

- Minimum of 5 years of administrative experience, including customer service experience.
- Proficiency in CRM, scheduling, and accounting software.

Work Environment:

- Work will be performed on-site; limited remote work options may be available with approval from the Aria Manager.