



Job Title: Office Administrator

This is an hourly, full-time position located at GridSME's headquarters in Folsom, California. The position reports to the company's Chief Financial Officer.

Compensation:

The position is an hourly position, eligible for 401(k) matching, annual profit sharing, an annual performance bonus (% of base pay), and medical, dental, and vision insurance. Although seldom, the position does require a minor amount of overtime based on workload demand. Any overtime required should be discussed in advance with the CFO or CEO.

Job Description and Responsible Tasks:

The Office Administrator is responsible for performing certain office and business administration tasks and managing the front desk. The Office Administrator is also responsible for helping the CFO and Office Manager with various tasks, as business needs arise.

High attendance is essential for this position. The position's core function is service to GridSME and its clients so that our consultants can focus on client service, and our clients can focus on their business. Your goal is to make our consultants' lives easier and our clients' interactions with GridSME as pleasant as possible. This places great importance on professionalism, punctuality, and reliability.

The Office Administrator's tasks and responsibilities include:

- Office administration duties, as follows:
 - Greeting visitors and answering phones
 - Schedule meetings, as requested
 - Book travel arrangements for GridSME personnel and registering for conferences, as requested
 - Maintain GridSME master calendar on SharePoint
 - Mail and parcel delivery processing activities
 - Make copies of client checks and remittances, and deposit at bank
 - Process vendor bills: obtain approval, scan to SharePoint, process in QBO
 - Manage office supplies and kitchen supplies
 - Maintain office kitchen, and oversee janitorial service contractor
 - Ensure office equipment is maintained and functioning properly
 - Assist with company procurement activities, as needed



- Manage the company's cell phone account and assist with cell phone purchases
 - Order business cards for GridSME personnel, as required
 - Plan and coordinate client office visits (e.g., arrange lunch, conference room setup)
 - Plan and coordinate company events, including the winter after-holiday party and summer BBQ
- Process company credit card receipts, and reconcile in QB
- Prepare expense reports, and collect receipts and supporting documentation
- Assist with employee and Independent Consultant onboarding processes, as assigned
 - Assist Office Manager and CFO in completing onboarding checklist with each employee or Independent Consultant
- Perform one-off projects, as assigned
- Client Relationship Management (CRM)
 - Support GridSME's consultants and management in maintaining accurate and up-to-date client records in the company's CRM tool
 - Ensure GridSME master contact list is complete and up-to-date in CRM
 - Document leads and business development activities in the CRM, as requested
 - Assist GridSME's team with client and lead follow-up activities
 - Ensure client contact information is complete and up-to-date
 - Prepare GridSME's holiday card mailings
 - Support GridSME's CRM lifecycle activities
- Request for Proposal/Qualification (RFP/RFQ) activities
 - Monitor and keep-up-to-date records of client and potential client RFP and RFQ activities
 - Notify GridSME consultants and management of relevant and active RFP's and RFQ's
 - Support the creation and preparation of RFP/RFQ responses
- Perform Accounts Payable activities
 - Process vendor payments timely
 - Process employee and Independent Consultant expense reports in Replicon and QB
 - Code vendor transactions in accordance with the Chart of Accounts
 - Create checks and deliver to CFO for signature
- Client proposals
 - Support the preparation and creation of client proposals, as requested by consultants and management



- Management of non-client contracts and licenses
 - Manage all non-client contracts (office lease, software, vendor contracts, etc.) and ensure timely renewal
 - Perform company business renewals and membership renewals, as needed
- Develop and continuously improve the company's back office, administrative, and CRM process/procedure/system documents

Required Skills:

- Reliable
- Professional demeanor
- Positive attitude and “can do” mentality
- Teamwork and cooperation
- Detail-oriented
- Adept at process management (analyzing, documenting, executing, and continuously improving)
- Critical-thinker
- Proficient in Microsoft Word and Excel
- Ability to use time tracking and reporting software (Replicon)
- Experience in client service-oriented environments
- Experience using a CRM tool