



## POSITION DESCRIPTION

**Position:** Operations Coordinator

**Reports to:** Senior Director of Operations

**Supervises:** N/A

**FLSA Status:** Exempt

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### POSITION SUMMARY:

The Operations Coordinator is responsible for performing tasks including strategizing and developing the deliverables for the Managing Company's accounting function; conducting the research necessary to create the deliverables, and managing the vendor relations with the guidance of the Senior Director of Operations. The position also provides executive support by managing various projects assigned as needed.

### REPRESENTATIVE RESPONSIBILITIES:

#### OPERATION-RELATED:

##### [Accounting]

- Manage the operations budget and maintain accurate records with the management company
- Process operations-related accounts payable transactions
- Ensure all monthly payments and documents are submitted on time

##### [HR]

- Prepare office equipment and email addresses for newly hired staff
- Serve as a point of contact for new hires and oversee the onboarding process. Verify identification documents and fill out HR forms
- Manage and secure confidential information
- Stay up to date on the latest applications and troubleshoot technical issues with the IT vendor

##### [Office Equipment and Supplies]

- Keep track of inventory, order, and track office equipment
- Monitor office supply stock and order as needed
- Maintain various operations lists
- Make sure that all office equipment is working properly

##### [General Operations Duties]

- Phone coverage - Manage the primary phone coverage. Answer incoming calls for all general inquiries
- Organize and distribute incoming mail
- File sensitive documents safely in filing cabinets
- Documents - Create memoranda, forms, and reports in an accurate and efficient fashion
- Vendor Management - Manage day-to-day communications with vendors
- Conduct research necessary to perform the operations-related duties

[Special Projects]

- Lead and execute assigned operations projects
- Assist with special projects and assume responsibility for the development, administration, and promotion of specific initiatives

**EXECUTIVE SUPPORT:**

- Process expenses and develop a business trip report
- Organize the business cards of the president's guests
- Schedule the president's guest visits.
- Attend meetings with the president and take notes in both Japanese and English
- Receive incoming mail and notify the president if any of them require attention

**KNOWLEDGE AND COMPETENCIES:**

- Ability to communicate accurately and clearly, both orally and in writing; pleasant telephone manner; able to think on their feet when dealing with clients and stakeholders
- Ability to interact effectively with colleagues
- Strong organizational skills with attention to detail
- Excellent problem-solving skills
- Ability to work efficiently and effectively even under stressful circumstances
- Action-oriented and service-oriented - does whatever it takes to meet expectations
- Honesty/Ethical - evidence of a high level of confidentiality
- Microsoft Office including Word, Excel, Outlook, and Project; Adobe Reader, and other standard office applications

**EXPERIENCE, EDUCATION, CERTIFICATION:**

- Bachelor's degree in the relevant fields
- Must be bilingual in English and Japanese

The above statements describe the general nature and level of work being performed by people assigned to this job. They are not intended to be an exhaustive list of all responsibilities, duties, and skills required by employees in this position. Employees are expected to be flexible and responsive to changes in the scope of their duties. Furthermore, they do not establish a contract for employment and are subject to change at the discretion of the company. All employees are expected to be familiar with and adhere to Pasona N A Inc.'s Handbook Policies and Procedures.

Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

**Acknowledged and Received:**

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Printed Name

\_\_\_\_\_  
Date

\_\_\_\_\_  
Employee Signature