

Position: Operations Specialist

Salary: Competitive

Location: Hybrid WFH / Arlington, VA

About the Position and Company

We are seeking an enthusiastic, organized, and fastidious individual to take ownership of operational and administrative tasks at Potomac, while working out of our Arlington office at a minimum of two days per week. This role will support a variety of internal operations, enabling our consulting team to focus on growing client relationships.

This is a great role for someone who excels at getting things done accurately and efficiently. We are looking for someone who wants to have exposure to a variety of internal responsibilities such as Human Resources, Business Development, Marketing, Technology, and Administration. In addition, the job will include managing efforts to grow and expand the firm's intellectual property.

Potomac River Partners is a management consulting firm providing compliance services to the life science industry. We work with pharmaceutical, biotechnology, and medical device companies, including some of the largest in the world, to help them develop ethical business practices and mitigate the risk of government enforcement. We are a small, growing company committed to living our values in everything we do: integrity, professionalism, accountability and discretion. The company's headquarters is in Arlington, VA (Rosslyn).

Success Criteria

The Operations Specialist will be someone who is eager to learn and try new things, enjoys handling a variety of tasks, and demonstrates resourcefulness and a "can do" spirit.

- Demonstrates strong organizational skills
- Prides themselves on being helpful and developing interpersonal relationships
- Exhibits strong verbal and written communication skills
- Takes pride in his or her work and consistently checks own work for accuracy
- Likes doing new things and feels comfortable starting with a blank sheet of paper
- Truly believes that constructive criticism is how we learn and get better
- Understands how to prioritize and adjust priorities to meet current needs/expectations
- Excels in a fast-paced environment
- Holds self to highest standards of integrity, including proactively admitting mistakes
- Is committed to doing whatever it takes to complete tasks on time
- Capable of and open to learning new technological skills
- Able to build strong relationships and work constructively with varying personalities
- Possesses the ability to think critically and work toward solutions when problems are identified
- Able to voice concerns diplomatically and constructively

Work Experience / Academic Qualifications

- At least four years of full-time work experience in a professional environment, professional services industry preferred
- Proficient at using Microsoft Word, Excel, and PowerPoint; aspires to be a power-user
- Undergraduate degree from a four-year university or comparable additional professional experience

Job Responsibilities

The Operations Specialist will be a chief organizer while ensuring all details receive the appropriate level of attention. The Operations Specialist will report to the Operations Manager, and plays a critical role helping to ensure the smooth operation of the company by handling the following activities:

Human Resources:

- Acts as primary liaison with job candidates during interview process, including scheduling and candidate travel
- Plans and coordinates team meetings, including team building and internal training
- Manages timelines and actions needed for employee performance management process

Administrative:

- Captures minutes, action items, and notes from internal and/or client meetings
- Acts as primary liaison to property management, security, telecom/internet, and other vendors
- Orders office supplies as needed and maintains lists of software, keycards, etc.
- Manages bulk email aliases and triages messages appropriately
- Updates internal SOPs / communication templates / employment documents (e.g., Handbook)

Executive Support:

- Managing schedule and calendar with care and attention to detail
- Coordinating executive travel
- Internet and phone-based research, preparing pre-reads for internal meetings
- Creating initial drafts of emails and other communications
- Supporting the executive during business hours with ad-hoc tasks as assigned

Operations/Intellectual Capital:

- Provides project management support as needed for internal workstreams
- Provides a critical second pair of eyes on deliverables to ensure accuracy
- Follows-up and tracks timely client project onboarding and close-out process
- Oversees and ensures completion of ad-hoc requests and special projects

Business Development

- Maintains customer/lead contact information in CRM system
- Supports sales activity by populating pre-existing proposal/SOW templates, tracking action items for existing opportunities and follow-up as needed

- Maintains inventory of conference materials, including ordering additional materials, disposing of out-of-date materials, etc.
- Fulfills conference action items (e.g., registration, reservations, logistics, shipping of materials)

Technology:

- Maintains and organizes internal SharePoint file sharing system
- Helps with technology as needed – purchasing software, assisting with IT troubleshooting
- Implements security SOPs as part of employee exits (e.g., changing passwords, deactivating accounts, etc.)
- Maintains email lists, creates new user accounts
- Setup new laptops in accordance with existing SOPs

Application Instructions

Please forward cover letter and resume to Recruiting@potomacriverpartners.com. Please customize your cover letter for our organization and this role. Cover letters must include how you believe you fit the success criteria listed above and why you want this specific role.