

# Role Template

- **Title:** Office Associate
- **Reports to:** Manager of Operations
- **Department:** Operations
- **Division:** Forward Science

## Essential Capabilities

- Demonstrated excellent customer service skills with clear and timely communication to stakeholders.
- Working knowledge of all relevant systems and software

## Forward Science Core Values

- Succeeding in Your Role [3]
- Solving Problems [3]
- **Taking Initiative [3]**
- **Leading Yourself [3]**
- Overcoming Adversity [3]
- Leading Others [3]
- **Being a Team Player [3]**
- Engaging Customers [3]
- Maintaining Ethical Behavior [3]
- Improving Yourself [3]
- Receiving Feedback [3]

## Role Specific Core Values

- **Communication [3]**
- **Strategic Planning [3]**

*\*Role Model Core Values are Bold*

## Time Management and Role Responsibilities

Lead the processing of orders for all FS products and sales commissions. Manage the flow and organization of interdepartmental information. (60% of time)

- Develop and maintain a working understanding of all FS products
- Answer questions, screen, and direct calls, emails, and online inquiries
- Process incoming product orders
- Lead and assist departmental and organizational purchasing
- Identify efficiency and cost savings opportunities when possible

Assist in the management of all office related activities. Ensure the consistent and predictable flow of information for internal and external stakeholders. (30% of time)

- Consistent database entry, alignment, and updating
- Print, organize, and stock marketing materials
- Assist Office Manager as needed with duties as assigned

Assist office operations, talent development process, and employee engagement activities. (10% of time)

- Process employee paperwork
- Assist employee engagement activities
- Assist onboarding and offboarding employees
- Organize and assist events internal and external events
- Duties as assigned