

COMPANY X

Executive Assistant/Operations Manager

Who You Are

You'll be a reliable results-oriented high-quality-of-work person who is dynamic, driven, a strong communicator, terrific project manager, and someone who loves helping others grow their skill set and be highly accountable for results. You'll be a creative thinker and have a gift for interacting with clients when needed, being the 'fuel' for the company by creating and maintaining flawless operational efficiency. Your role inspires and supports team members by following through with a significant number of details. You're emotionally low maintenance, want to support and learn from an intense high energy team, and bring your own unique gifts to the relationship. No whiners or victims please.

For an outgoing, smart, results-oriented go-getter this job is perfect. Our culture is super positive, and we take 100% responsibility for our work and results. We have the courage to say please, thank you, I'm sorry, and I don't know. The sky is the limit for the right person. This role will become fully versed in SmartTribes Methodology, our services and how our work impacts the lives of our clients.

If you want to grow a business, express the best parts of yourself, have a major impact on a company's formation and future, provide big vision plus detail orientation, this is an ideal role. You will grow and develop new skills and have adventures you've likely never had before.

Who We Are

We believe that people are amazing and can achieve remarkable and meaningful things when the culture they work in is optimized. We believe that every company can create a culture rich in safety, belonging, mattering. We believe human beings are a company's most precious assets.

Our Values Are C-I-R-C-L-E

- **Communication** – we are highly communicative and believe this ensures alignment and connection. We believe any challenge can be resolved with authentic heart-felt communication.
- **Integrity** – our word is our bond. We make and keep our commitments. We walk our walk and talk our talk. We model what we train and coach on.
- **Reflection** – we make the time to reflect on ourselves, our clients, our company in order to learn how to improve and serve others best. We identify behaviors we want to shift and seek support.
- **Contribution** – we are here to make a difference, to be of service. We deliver 5 star client service and add value in many ways beyond our scope. We intro clients to possible board members, clients, and add value far beyond the scope we're paid for.
- **Learning** – we are continuous learners. We are committed to growing and stretching into new definitions of ourselves and our capabilities. We learn new skills to share with our clients.
- **Energy** – we bring great energy and passion to our work. This isn't a job to us, it's a mission, it's an opportunity to transform and support people who will transform and support millions. The

result of our passion is a better world/company/experience for all.

We are helping to create 1 million SmartTribes, cultures rich in connection and safety/belonging/mattering, by the end of 2020. SmartTribes are being created all over the world, from Mongolia to Miami, from Bangkok to Berlin. People want to work in cultures free of fear and rich in respect, integrity, innovation. We are blown away by how many people all over the world share this vision.

We are a virtual company. That said, our company is based in the SF Bay Area. If you are outside of this area it will need to appear as if you aren't! This means ensuring the CEO gets all the onsite support she needs, and attending all quarterly team meetings. Our business hours are 9am-5pm Pacific.

Why This Role Matters

This is an opportunity to support a fast-paced management consulting company. We provide executive coaching, training, consulting services based on our potent and easy to learn and apply techniques. There are 3 keys to success in this role:

1. Optimize the CEO's time – ensure her calendar is accurate, time is managed efficiently, proactively help her optimize where she goes/when/whom she visits. Handle all the details so the CEO can be in flow and serve our clients best.
2. Serve our clients impeccably – communicate in a caring, highly professional, respectful, accurate way so our super busy executive clients have what they need, when they need it, how they need it.
3. Add leverage to the CEO's projects – due detailed work to help the CEO create, optimize, complete her projects for our clients and for our internal team. Take high initiative and have great ideas and execute on them timely.

Who Your Customers Are And How This Role Delivers Value To Them

Your external customers are our clients, prospects and strategic alliances. Your internal customers will be the CEO, the team overall, and our vendors. You'll provide value to all via being a reliable, trusted, grounded, high integrity, caring human being. They'll know you have their back and bring them safety, belonging, mattering because your work is timely and of consistent high quality.

Responsibilities

Admin/Ops/Project Management:

- (List here)

Systems Used

- (List here)

Requirements

- (List here)

Compensation

Compensation is _____. This role is full-time. Bonus structure TBD based on both your own and the company's performance. This is a long term (at least 4 year) commitment. Please only apply if you can commit to this.

Career Path

This Leadership Level 6+ role can grow in many directions. One path could evolve into the general manager of the business. A director level role on up would follow one of the manager roles. It all depends on your skill set, what skill set you want to develop, where your passion is, and what the business needs. Based on this info we'll create:

- Performance Metrics/KPIs: these will include optimizing the CEO's time and energy, Client Delight score, Response Time, Support of Company Needle Movers
- Learning and Development opportunities

Leadership Levels

Level 9: Create Optimal Teams - Yielding Consistently Remarkable Results Both Internally + Externally

Level 8: Strategize, Manage, Guide Change At Organization, Team, Individual Levels

Level 7: Powerfully + Consistently Influence, Enroll, Engage, Align Internally + Externally

Level 6: Powerfully + Consistently Lead Others Internally

Level 5: Planning, Accountability, Quality is consistently at very good or excellent. You don't have to remind this person of deliverables and to do great work - they've internalized this.

Level 4: Act + Report Immediately

Level 3: Recommend, Then Act

Level 2: Ask What To Do

Level 1: Wait To Be Told



First Four Levels Source: Oncken, William, Managing Management Time: Who's Got The Monkey (Prentice Hall, 1984)

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