

UNIVERSAL SOUL SERVICE CORPORATION

OFFICE MANAGER

Overview

Reporting to the UK Head of Operations the successful candidate will be responsible for the coordination of center administration, events, outreach, customer service, media/marketing plan, and KPIs.

Responsibilities

- Facilitate the daily operations and growth of the Centre.
- Create for each visitor an experience of Love, Peace and Harmony when interacting with them and recommend to them to the most relevant and appropriate Tao Services, personal consultations, programs, or events that meets their needs.
- Managing the day-to-day centre activities, performing general administrative duties supporting the daily events and activities of the Master Sha Tao Centre. This includes but not limited to the following: greeting visitors, responding to email and phone inquiries, accepting payments, scheduling appointments, filing, mail-outs, scheduling team members, etc.
- Developing and promoting programs, products and services of the Master Sha Tao Centre.
- Customer service phone calls with new inquiries, existing clients and students, follow up support, outreach, and taking phone orders.
- Events and Outreach
 - Coordinate events, teachers, and team members for the Centre, including consultations, classes, trainings, ongoing events, weekend workshops, and retreats.
 - Execute the setup and close down of all activities.
 - Ensure all teachers and team members are informed of scheduling and onsite to fulfill their roles at appropriate times.
 - Ensure that all required inventory, materials, handouts, supplies, etc. are prepared and ready for all activities.
 - Ensure that all event reports are created and approved.
 - Coordinate and participate in external events, i.e. fairs, expos, festivals, etc., with the team.
 - Network and outreach with members of the community, local interest groups, industry associations and the media in relations to the centre and the services provided.
- Coordinate the media/marketing plan, calendar, and team to ensure that the Centre's programs and offering are promoted effectively and on schedule through i.e. social media, print, email, flyers, etc.
- Oversee management information systems/KPIs [manual and/or computerized].
- Human Resources responsibilities will include employee training and development, assisting with scheduling of Administrative team, managing team members, and center Health and Safety objectives.
- Manage and facilitate storage at off-site facilities

Qualifications

- Excellent written, verbal communication and interpersonal skills with the ability to communicate effectively with a wide variety of people on all levels of the organization and with clients, students, partners, and team members.
- Extensive knowledge and understanding of Master Sha products and services
- Customer Service and sales experience
- Microsoft Office
- CRM knowledge
- Health & Safety knowledge
- Ability to type 50+ wpm accurately desirable.

- Additional language skills are an asset.

Competencies

- **Adaptability:** Personal willingness and flexibility and possess the ability to effectively work in, and adapt to change.
- **Client Focus:** Understanding and meeting or exceeding students' needs while accommodating different cultural and language aspects.
- **Communication:** Clearly conveying and receiving convincing and influencing messages to meet the needs of all parties, including excellent interpersonal skills to assess and manage different customer situations on the telephone and via email.
- **Teamwork:** Working cooperatively and productively with others to achieve results, considered and looked upon as being a "valued team member" by your peers and others. As a self-starter you are also able to work autonomously in a team environment.
- **Problem Solving and Judgment:** Ability to assess options and implications in order to identify most appropriate and best solution/s considering customer impact, company impact including legal, compliance and privacy laws.
- **Technology Proficiency:** Excellent knowledge of general computing skills as well as advanced technical competency in all computer systems/technology that forms the foundation of the department.
- **Organizational Skills:** Strong organizational and time management skills that will ensure your ability to work well under pressure and have ability to "multi-task" and remain focused during high traffic times especially during events, without compromising attention to detail and ability to track queries/requests and ensuring follow-up by self or others with other departments.
- **Self-Management and Accountability:** Passionate self-starter, reflecting on past experiences in order to manage and continually improve our own performance and growth on all levels.
- **Organizational Awareness:** Understands the structure of the organization.
- **Impact and Influence:** Persuading, convincing or influencing internal and external stakeholders and customers so as to gain buy-in and provide win-win solutions to all parties and customers as a whole.

Application

Please send cover letters and CV's to CustomerService.UK@DrSha.com.