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| Job Title: | VP-Administration and Marketing | Status: | Exempt |
| Department / Group: | Executive Management | Travel Required: | Yes |
| Position Reports to: | President | Position Type: | Full-Time |
| Salaried / Hourly: | Salaried |  |  |
| Reporting Positions: | Administrative Assistant, Inside Sales / CSR, Bookkeeper | | |
|  |  |  |  |
| **Approved By:** |  | **Date:** |  |
| **Updated By:** |  | **Date:** |  |

**Position Summary / Purpose**

Provide leadership and overall direction for all activities related to administration, human resources, information systems, safety, office management, and marketing. Develop and implement annual goals, plans, and policies in each of these areas that reinforce the management philosophy and company culture.

**Primary Duties and Responsibilities**

* Develop consistent and fair personnel policies that comply with all national and provincial regulations and reflect management philosophy and culture.
* Develop ongoing training programs for all areas that ensure we remain a learning organization and address priority needs for technical, supervisory, and management development.
* Design and execute effective marketing programs, materials, social media, and web presence in support of the Business Plan objectives.
* Identify and contract with appropriate external resources to execute marketing materials, programs, and tactics as defined in the Business Plan.
* Create employee development plans in coordination with the other management team members.
* Negotiate and maintain all company insurance policies.
* Ensure compliance with all local, provincial, and national safety regulations. Document and oversee consistent implementation of company safety policies and programs that are focused on elimination of safety hazards and are in compliance with government regulations.
* Develop and maintain relationships with appropriate external resources (IT, SEO, and other service providers) who ensure that reliable, state-of-the-art information systems technology is available in all areas.
* Ensure that all office personnel provide friendly, customer-oriented responses to all inquiries, and work in a quiet and productive office environment.
* Administer all employee benefit programs.

**Additional Duties and Responsibilities**

* Maintain and update employee files.
* Monitor and analyze monthly operating results against budget.
* Establish an accessible library of literature and resources relating to: personnel policies and regulations, safety program and regulations, training materials, and information systems manuals and procedures.
* Attend weekly staff meetings and monthly management meeting.

**Decision Rights and Authority**

* Prepare annual budget for administration and marketing departments.
* Negotiate on behalf of the business with insurance suppliers.

**Working Relationships and Scope**

* Provide support to the entire organization by assisting with development of presentations or other formal written materials, coordinate activities associated with organizing events conducted or sponsored by the company and assist with the development of new policies and procedures.
* Provide first-level IT support to all areas of the company, troubleshooting hardware and software problems, and other office equipment issues.

**Performance Competencies**

* **Oral Communication**  
  Speaks clearly. Shows respect when addressing customers and superiors. Able to effectively respond to excited customers. Adaptable and able to think on his / her feet.
* **Written Communication**  
  Writes clear and accurate job notes and emails. The individual is able to read and interpret written information. Uses appropriate vocabulary and grammar.
* **Planning and Organizing**  
  Plans and organizes work activities considering the nature of the job at hand. Focuses on key priorities. Pays attention to details.
* **Technical**  
  Is appropriately trained and / or certified and effectively performs all production work within the contents cleaning department.
* **Quality**  
  The individual demonstrates accuracy and thoroughness and monitors his / her own work to ensure quality.

**Qualifications-Knowledge, Skills, and Abilities**

* **Education and Experience**

Bachelor’s degree (4-year) in business, marketing, or personnel management or related field. Three (3) to five (5) years of progressively responsible administration and personnel positions, including supervisory responsibility.

* **Accounting, Financial Reports, and Budgeting**

Understands accounting, bookkeeping, and budgeting principles and content of financial reports: Profit & Loss, Balance Sheet, and Cash Flow. Able to accurately determine how specific costs and transactions should be coded to provide accurate financial statements.

* **Sales and Marketing**

Understands marketing principles and concepts. Capable of targeting specific markets and effective ways to reach potential customers. Able to define pricing that appropriately positions the company relative to competition and supports profitability goals.

* **Leadership Skills**

Able to work effectively in a team environment. Motivates employees to maintain high levels of quality and service. Positively impacts all areas of the business.

* **Mathematical Skills**

Strong math skills. Ability to compute rate, ratio, and percentages and to interpret financial reports and analyze performance against business plans and industry benchmarks.

* **Computer Skills**

Knowledge of computerized information systems and their application to all areas of the business. Demonstrates intermediate to advanced proficiency in the use of computers and computer software, especially MS Office, Word, and Excel.

* **Certificates, Licenses and Registrations**

None required for this position.

**Physical Demands**

*The physical demands described below are representative of those that must be met to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.*

While performing the duties of this job, the employee is regularly required to sit, use hands to finger, handle or feel, reach with hands and arms, and talk or hear. The employee is frequently required to stand and walk. The employee must regularly lift and / or move up to 10 pounds and frequently lift and / or move up to 25 pounds.

**Working Conditions**

* The work of this position is carried out both on the customer’s property and within the employer’s contents processing facility. Employee will encounter properties where heat is unavailable due to lack of utilities, fire damage has occurred, and mold or other organic growth exists. Daily exposure to the contents processing area where inventory, supplies and equipment are housed and maintained is typical.
* Noise level in the work environment is usually moderate.

**EMPLOYEE POSITION ACKNOWLEDGMENT**

I have read and understand the duties and responsibilities of my position as VP–Administration & Marketing.

I have been provided with a copy of the company’s Position Description for this job.

I understand that I am responsible for carrying out the responsibilities defined in the attached Position Description and am expected to follow any additional job-related instructions, and to perform additional job-related duties as requested by my supervisor.

**SIGNATURES OF ACCEPTANCE**

Signing on behalf of this position and agreeing to accept all its accountabilities is:

|  |  |  |
| --- | --- | --- |
|  | Date: |  |

Signing on behalf of the Manager’s position and agreeing to accept all its accountabilities is:

|  |  |  |
| --- | --- | --- |
|  | Date: |  |

***This position description in no way states or implies that these are the only duties to be performed. You will be expected to follow any additional job-related instructions and to perform additional job-related duties as requested by your supervisor.***