

Job Title: Business Services Administrator	Reports To: Managing Director	Status: Full Time / Contractor
Effective Date: July 1, 2015	Direct Reports: 0	FLSA: Salary, Non-Exempt
<p>Purpose:</p> <p>The Business Services Administrator provides support to an exceptionally busy Managing Director and professional sales and services team. Primary role is to provide administrative and analyst support in areas of operations, strategic supplier management, professional services projects, and business development. Position will be based in NET(net) Global SEZC's office in city of London.</p>		
<p>Essential Duties and Responsibilities:</p> <p>This position requires an achievement oriented and proactive support person that has strong analytical and interpersonal skills that will be responsible for:</p> <ul style="list-style-type: none"> ▪ Administrative Support <ul style="list-style-type: none"> ○ Provide regional admin support to Managing Director and her staff as directed ○ Office and facilities management ○ Manage office suppliers <ul style="list-style-type: none"> ▪ Maintain supplier contact information ▪ Establish service schedules and place orders for goods and services ▪ Oversee services to ensure they are satisfactorily performed ▪ Review invoices to ensure accuracy / handle any billing disputes ▪ Arrange for payment for approved invoices and ensure receipt by supplier ○ Coordinate with Operations in the U.S. corporate office to ensure smooth operations ○ Assist Finance with collection of client payments, including tracking and assisting clients with the wire payment process ○ Assist with all technology within the office and liaise with IT support ▪ Analyst / Project Support <ul style="list-style-type: none"> ○ Providing support to all field teams with any analytical or project support, including data collection, analysis and running reports ○ Doing research and presenting findings on a wide variety of topics ○ Setting up project meetings and taking copious meeting notes and following up with task assignments to the appropriate team members on critical project status updates ○ Managing special projects as assigned ○ Data entry, pulling reports, and updating systems from CRM, Box, Mavenlink and WIN(win) ▪ Business Development Support <ul style="list-style-type: none"> ○ Research and compile accurate and up to date company and senior management contact details of prospects and clients ○ Work with corporate marketing lead in support of ongoing marketing campaigns ○ Preparation of legal documents and client proposals ○ Manage social media accounts for the Managing Director ▪ WIN(win) / Strategic Supplier Management Support <ul style="list-style-type: none"> ○ Data Entry ○ Account Setup ○ Helpdesk Support ○ Organization of workshops with key client stakeholders to review contracts and identify key SLAs, KPIs and watch list items ○ Provide WIN(win) end user training / make instructional videos ○ Data mining and proactively tracking upcoming tasks/watchlists/alerts/SLAs/KPIs ▪ Event Management <ul style="list-style-type: none"> ○ Planning NET(net) events and support client functions/conferences as requested 		

Competencies and Demonstrated Behaviors:

- **Intellectual Agility** that allows you to respond quickly to the changing landscape. Ability to adapt quickly in a fast-paced environment and capable of meeting aggressive timelines. Demonstrated ability to adapt strategies to situation specific requirements and various solutions.
- **Relentless positive energy and professionalism** when dealing with clients and team members
- **Orientation and Capability to Drive for Results** toward agreed upon goals and objectives
- **Process Orientation and Discipline** to ensure you leverage established methodologies, fulfill expected timelines, meet agreed upon targets and obtain expected results while maintaining information in the appropriate systems
- **Strong and Positive Personal Impact that includes Written and Oral Communication** and high quality delivery of presentations and meetings
- Demonstrated **Problem Solver** with ability to quickly develop unique/innovative situation specific solutions while working independently or collaborating with other NET(net) staff

Required Skills and Experience:

- Strong Computer Knowledge including Microsoft Office Applications, particularly Excel and PowerPoint
- Time Management, Attention to Detail, Organization, Establishment of Priorities
- Self-starter, Motivated, Takes Initiative, and Proactively Anticipates Needs of Others
- Ability to Work Autonomously in a virtual team environment or Under Direct Supervision
- Ability to interact well with Executives and staff internally, as well as Clients and Partners externally
- Flexibility in Schedule
- Excellent Interpersonal and Communication Skills, Oral and Written
- Multi-lingual preferred
- Ability to Thrive in a Stimulating, Fast-Paced and Dynamic Work Environment
- Unwavering Commitment to NET(net)'s Values and Mission
- Ability to Multi-Task

This position description does not represent an inclusive list of all duties encompassed in this position, but rather serves as a tool to assist the associate in this position. The existence of this description, or any other position description, does not in any way negate NET(net)'s "At Will" engagement status.

It has been NET(net)'s longstanding tradition, as well as our company policy, to treat all individuals with dignity and respect. We provide equal opportunities and will not discriminate in the engagement, promotion, or the transfer process on the basis of race, color, religion, sex, disability, age, height, weight, marital and family status, sexual orientation, or national origin.