



Position Title: Order Analyst & Office Manager

Location: St Petersburg, FL
Department: Operations
Reports To: VP, Operations
FLSA Status: Exempt
Prepared By: VP, Operations
Prepared Date: 11/04/2019

COMPANY OVERVIEW

Sound Payments Inc., (SP) is a software technology integration company that focuses on developing value creation solutions in the payments industry. Sound Payments delivers innovation, software development, state of the art equipment, world class technical and customer service delivery, up-to-date security and compliance, through subscriptions that allow the payments vertical to run seamlessly and profitably. Their Board of Directors and professional management team have a very diverse business background and experience in the finance, payments, technology, and relationship development areas. Founded in 2016, Sound Payments is headquartered in Jacksonville, Florida, and has a professional team with over 100 years' experience that is committed to doing what's best and providing the very best solutions for their clients.

Position Summary:

Our fast-paced, client-focused office needs a reliable, well-organized Order Management Analyst to take inbound orders from clients, provide tracking and manage evaluation equipment. The Order Analyst will also be responsible for tracking inventory levels at our warehouse to ensure we have enough supply to meet client needs. This is a dual role in filling Office Management duties to handle day-to-day functions with a focus on efficiency and time management. The Office Manager will be responsible for developing intra-office communication, streamlining administrative procedures, office supply management, procurement and office inventory control. We're looking for an energetic professional who doesn't mind wearing multiple hats. This position will include full benefits after a 30-day probationary period.

Essential Duties and Responsibilities:

- Manages all inbound Customer Orders
- Provides order status and tracking info to sales and clients.
- Develop weekly Order & Inventory Reporting
- Manages Eval equipment process
- Manages Inventory Levels at our warehouses to ensure proper levels based on sales forecasts
- Internal Ordering Supplies, Office management & facilities functions for **both** offices.
- Serves as front line resource for internal team members
- Serves as Executive Assistant
- Limited Purchasing: Office Supplies, Lab Equipment, Break Room Supplies and other items as needed
- Serves as Front Desk Reception
- Coordinates all Office Logistics; setting up conference rooms, ensuring seating space, working with vendors
- Facilitates the onboarding process for new employees located in the St Petersburg Office and ensures they are setup with systems and tools

- Develop organizational procedures and systems for filing, office management and general duties
- Assists in business travel for employees: Recommending local accommodations, setting up discount codes with hotels
- Prepares agenda/minutes for team meetings
- Provides any/all administration activities for the senior staff
- Performs other related administrative tasks as assigned

Basic Requirements:

- Associate degree required or equivalent office management experience
- 2-3 years' experience in an office management position
- Excellent Interpersonal Skills
- Exceptional written and verbal communication skills
- Strong time management & organization skill
- Ability to maintain confidentiality and strong integrity
- High standards for accuracy and quality in a fast pace work environment
- Some skill in Microsoft Office suite setup
- Experience with scheduling
- Advanced computer skills in MS Office Suite with proficiency in Excel & PowerPoint
- Supply management experience
- Comfort with fast-paced environment: Ability to multi-task and work productively in a busy, dynamic and fast paced team environment and meet deadlines

Preferred Qualifications:

- Experience in the Payments or Banking industries a plus
- Proven ability to work successfully with limited supervision
- Experience with CRM such as Zoho or Salesforce.com
- Reporting and Metrics analysis

Sound Payments provides a business casual and smoke free environment that thrives through collaboration, and the diversity of our teams. If you think you qualify and will succeed in a busy and fast-growing firm, please send a cover letter, resume and include the position applied for in the subject line. Please also include your current and expected salary as well as date available to start. Only shortlisted candidates will be contacted. Data collected will be used for recruitment purposes only.

Sound Payments Inc. provides equal opportunity to qualified persons regardless of race, color, sex, religion, national origin, age, sexual orientation, gender identity, disability, veteran status, or other categories protected by law.