

## **Operations Generalist**

### **The Role**

The Operations Generalist will be responsible for executing on a wide array of company-wide tasks that flow through the Operations team at Vision. The person in this role will have an opportunity to collaborate with multiple departments, including Sales & Marketing, Customer Operations, Business Operations, and Integrations.

The goal of this role is to ensure the Operations Team's ability to deliver against deadlines and execute necessary tasks for various departments. Success will be measured by task completion on or ahead of schedule ensuring continuity of business procedures across multiple teams.

Key **roles & responsibilities** include but are not limited to:

#### **Aiding in Business Operations by:**

- Submitting our annual revaluation certification forms
- Documenting and implementing cross-departmental processes (e.g., hand-off of new contracts from Sales to Implementation)
- Running special projects to improve business operations, such as running an RFP for a new vendor
- Researching new state requirements for assessment certification
- Updating resumes for proposals
- Scheduling & coordinating internal and external meetings, events, and workshops

**Aiding in Integrations Operations** - Acting as a trusted thought partner who can provide overflow capacity for operations action items

- Scheduling meetings, managing invites, coordinating events, and building communication plans
- Building training plans for new team members
- Rolling out shared communication programs (e.g., instant messaging / calendaring)
- Creating a shared sales pipeline
- Combining facilities spaces
- Negotiating lease agreements

#### **Aiding in Revenue Operations by:**

- Partnering on proposal creation during high-volume periods of the year
- Drafting contracts / contract version review
- Executing closeout processes
- Updating the Vision Website

Our team members have come from a wide variety of professional and educational backgrounds, so experience is not our sole focus. We expect the successful person in this role will have at least 3-6 years of experience in a role that is dictated by a fast-paced environment with a focus on multi-tasking and accurate execution. Past administrative, logistics, or operations experience would be a plus in this role.

This person is known to:

- **Be obsessed with process, to-do lists, and organization** – This person is a copious note-taker, known for their dedication to process documentation, project plans and calendars. They are known as the go-to for proofreading, double-checking, and quality control. They are the team member who remembers the action item everyone else forgot. They keep a pristine inbox.
- **Have the leadership skills to be a trusted partner** to department leaders – This person would rather over-communicate than leave someone out of the loop, and they have demonstrated the capacity for “connecting the dots” across the organization. This person is known for their willingness to step in when they see action items at risk, and they would rather engage directly than let a task go uncompleted.
- **Have a growth-oriented mindset** – This person has an eagerness to learn and an aversion to boredom. They also possess a willingness to build processes and participate in a safe environment that is focused on continuous improvement.