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# Title: Administrative Assistant – Business Development

FSLA Status: Non-Exempt

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## Position Overview

The Administrative Assistant – Business Development (“AABD”) is responsible for maintaining the new and reactivated recruiter setup process. They ensure all paperwork for recruiters is in correct format and fully endorsed. They will help enforce appropriate controls of recruiter documents and ensure all recruiter data is up to date in P20 system and BPM. They will setup all new recruiters in P20 system. The AABD will foster and maintain positive relationships with our recruiters, other clients and business development team to capture the required recruiter information.

## Primary Objectives

- To proactively track and manage Service Agreements with full service clients, and ensure timely status updates to business development team and operations.
- To add value to full service client relationships by managing new and reactivated recruiter setups to allow for a smooth initial experience.
- Ensure accurate data maintenance of the P20 system and CRM system to reflect up to date contact and activity information.

## Specific Responsibilities

- Work closely with compliance and legal departments to aid in the execution of specially negotiated Service Agreements to potential full service clients.
- Send and track receipt of Service Agreements for full service clients.
- Provide support to business development team in maintaining recruiter records in the P20 system and the CRM system.
- Create and maintain a library of setup templates based upon each new full service client’s specifications/needs.
- In collaboration with other departments, create and maintain support templates for the business development team that includes; phone scripts, email templates and training manuals.
- Support business development team’s client communications with thank you notes and follow ups.
- Assist business development consultants with coordinating meetings and calendars.
- Maintain active and inactive full service client records and documents in P20 system and CRM system.
- Provide ad hoc tracking and reporting as requested by the business development team.
- Build positive relationships with recruiters to help establish them as a People 2.0 partner.
- Assist admin team with backup and phone support.

## Qualifications

The AABD will have regular and on-going communications with business development team and operations to establish expectation of clients. A high level of customer service is needed, as is the

ability to be professional and organized. Superior verbal and written communication skills are essential. The AABD will continuously work in the Company's proprietary database application, BPM, and in MS Outlook, Word and Excel. Database experience and proficiency with MS Office applications is necessary.

Education and Knowledge:

- At least 3-years full-time experience in a professional office environment, working independently
- Experience working in a customer database; with a proficiency in Microsoft Outlook, Word and Excel
- Experience supporting a business development department or sales driven company is a plus

Other Skills/Requirements:

- Superlative interpersonal skills
- Superior written and verbal communication skills and professional demeanor to support frequent written and telephonic communication with full service clients
- Good problem-solving skills and a detailed orientation
- Highly organized and self-directed, with the ability to keep up in a fast-paced work environment