

# United States Jobs Expertini®

## Operations Associate

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Company: IvyWise

Location: United States

Category: other-general

Position description IvyWise, a premier global educational consultancy, is seeking a detail-oriented, organized Operations Associate to join our operations team. You'll be responsible for supporting the Operations & Client Relations team in data management and other administrative matters, the management of daily office operations for our NYC headquarters, and supporting our CEO and other members of the executive team. The ideal candidate will have a meticulous eye for detail, will be flexible and able to thrive in a high-pressure, fast-paced environment. This full-time position, based in New York City, reports to the Executive Director of Operations.

**Key Duties and Responsibilities:**

- Office Management Responsibilities:** Manage all company-wide purchasing needs, including office supply and snack ordering. Ensure adequate stock levels are maintained for smooth office operations. Act as the initial point of contact for office visitors by greeting them warmly and directing them appropriately. Serve as the primary liaison with building management for maintenance needs. Maintain office-wide documents and resources, including the office calendar, staff contact lists, and hybrid work schedules.
- Maintain and set standards for general office organization and tidiness
- Coordinate and oversee company events and other initiatives to foster a positive office culture, including ordering of office lunches, planning the annual holiday party, and celebrating staff birthdays and milestones
- Provide support for external events and travel, including coordinating travel logistics, and assisting with travel bookings and event registrations
- Manage other administrative matters to support daily office operations as needed, including managing incoming and outgoing mail, running errands, and coordinating messenger services

**Executive Team Support Responsibilities:** Support

the CEO with calendar management and meeting preparation, including creating and managing calendar invitations for all meetings involving the CEO, and printing and organizing meeting materials Assist the CEO with technical matters, including setting up video and audio equipment for in-person meetings, troubleshooting technical issues that may arise, and assisting with any other technology-related tasks as needed Attend to the CEO's personal needs while in the office by maintaining the CEO's office cleanliness and ambiance, ordering meals and stocking preferred snacks, and providing any necessary assistance to create a conducive work environment Liaise with the CEO's personal assistant to ensure alignment and coordination of tasks and priorities Other administrative duties or special projects as needed to support the CEO or other members of the executive team Client Relations Support Responsibilities: Support Client Relations team with program management efforts, including regularly monitoring program timelines and hours and assisting with client communication efforts Assist Client Relations team with entry and maintenance of client and other core data within IvyWise's proprietary client portal and Salesforce Other administrative duties or special projects as needed to support the Executive Director of Operations and the Client Relations Team What you will need: Bachelor's degree preferred. Proven experience as an Office Manager, Administrative Assistant, Executive Assistant, Personal Assistant, or similar role Exceptional organizational and planning skills Excellent time management skills, with proven ability to multi-task and prioritize work Proficiency in Microsoft 365 tools, including Excel, Outlook, and Sharepoint Experience working with CRM tools & information systems, with Salesforce experience preferred. Excellent communication and interpersonal skills, with experience working with an array of stakeholders across the organizational spectrum, including C-Level executives Strong, precise attention to detail is a must Must be flexible and able to operate with urgency in a fast-paced environment and thrive in cross functional collaboration. Able to work from our NYC-based headquarters 5 days a week (this is not a remote or hybrid position) Able to work occasional nights & weekends as dictated by the needs of the business, sometimes with little notice Experience in the College Admissions, EdTech, or Education Consulting industry is a plus

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