



August 2023

Administrative Assistant

aka, Administrative Coordinator or Office Assistant

TBH Creative's administrative assistant handles support tasks, assists with daily office needs, and manages our company's general administrative activities. The assistant's responsibilities will also include data entry and document reviews.

You'll work closely with the president/founder and team to support the completion of projects. Typical tasks include answering and directing phone calls, organizing and scheduling appointments, entering processes into the knowledge base, data entry for various tasks, starting documents, editing documents, and intaking client support requests.

The ideal candidate loves helping others and is a team player. They take pride in their work and can handle a variety of tasks.

3 years of administrative assistance experience required

Full-time on-site

Part-time on-site would also be considered

Competitive salary	Paid time off	Health insurance	Bonus plans	Technology stipend
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Is this you? Please read on, and—if you meet the role's requirements—send your résumé our way.

Role and responsibilities

- Handle office support tasks, e.g., answering the phone, office supply runs, office organization, and errands
- Put together and send launch gifts to clients as directed
- Assist with project approval form creation and tracking
- Keep the TBH Creative team's knowledge base up to date and current
- Assist with preparations for team gatherings, including placing lunch orders, making location arrangements, helping with activities, managing and purchasing supplies and snacks
- Assist with coordinating employee celebrations (birthdays, anniversaries)
- Assist in the preparation of regularly scheduled reports
- Provide administrative support to the president/founder as requested
- Perform and manage recurring tasks administrative tasks, e.g., checking for broken links, writing out birthday cards, tracking mileage
- Manage the ongoing client maintenance queue
- Execute data entry projects and document creation
- Edit documents
- Assist with billing, including labeling envelopes, simple data entry, and mailing invoices
- Track, order, and pick up office supplies
- Maintain contact lists
- Book travel arrangements
- Provide general support to visitors
- Act as the point of contact for internal and external clients

Must-have skills and attributes

- Proven experience as an administrative assistant, virtual assistant, or office administrative assistant
- Proficiency in MS Office and Google Documents
- Strong attention to detail and problem-solving skills
- Ability to juggle multiple tasks at a time and meet deadlines
- Error-free, clear, and friendly written and verbal communication skills
- Positive attitude
- Ability to take feedback and track personal progress for ongoing learning and improvement

Nice-to-haves

- Marketing experience or interest in marketing and communications
- Experience using the Adobe Suite, HubSpot, or WordPress
- Writing skills

You'll love this role if ...

- You are a go-getter and want opportunities to grow with a company
- You are organized and detail-oriented
- You can forecast the needs of others
- You take pride in your work
- You want to learn and improve; you ask for constructive feedback and grow from it
- You prefer working at a small company where you can thrive and be seen

About TBH Creative

TBH Creative is a purpose-driven and award-winning web design and inbound marketing agency. We have been breaking down complex web and marketing problems since 2004.

We value each TBH Creative teammate as an impact player, believe in clear communication, high standards of excellence, and delivering custom solutions that show results for our clients.

But beyond those ideals, what really drives the heart of our business is helping our clients achieve more with digital marketing and design than they ever thought possible.

HubSpot Certified Agency	Top Woman-Owned Business in 2022 Clutch certified	Best B2B Service Providers Clutch research top 1000	A+ BBB Rating
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Our mission is to deliver strategic marketing and website services to companies seeking a long-term partner to help them reach their business goals.

More about us ...

- **We are organized and agile-minded.** We are keen on project management, ever-honing practices, processes, and tools to stay on point and efficient.
- **Our team is one of recognition and fun.** From company-wide shoutouts to our ever-accessible Teams workspace, we're constantly collaborating and celebrating together.
- **We like to give back.** Each year, we select an organization that serves our community—we dedicate our time, resources, and talent to them. We believe that making time to volunteer and give back matters.
- **Professional development is prioritized.** We learn from experts, community leaders, and each other constantly. From master classes and workshops to daily conversations, we're always learning and growing.