

# Front Desk Coordinator - Corporate and Studio Admin Support

## Job Details

Level

Experienced

Job Location

Corporate Headquarters - Orange, CA

## Description

### ABOUT AO:

**At AO, WE are better together.**

In addition to competitive pay and benefits, and flexible work schedules. AO offers an absolute one-of-a-kind culture with collaborative workspaces and driven coworkers. AO welcomes creativity, learning, and lasting relationships. Everything we do is motivated by what it takes to be effective and successful for our clients. We value service, our people, a roll up your sleeves attitude, and continuous improvement. If you are young in your career, grow with us. If experienced, get better with us. **There is no one like you, and there is no place like AO.**

### Benefits:

We offer all the benefits of a big firm, with all the human connections of a small one. You will never be a number at AO. Join our community.

### Partial list of benefits

- Full Suite of Medical, Dental, Life & Supplemental Insurance
- Ongoing Education and Exam Reimbursement
- Most Medical Plans fully paid for employee-only coverage
- Company Paid Basic Life Insurance & Long-Term Disability
- Retirement Plan, Health Savings, and Flexible Spending Accounts
- Overtime Compensation for Hourly Employees
- Paid Vacation, Holidays, and Sick Time
- Flexible Schedule
- Rail Station one block from campus
- Free parking

## Qualifications

### Position Purpose:

The Front Office Coordinator - Corporate and Studio Admin Support will serve as the main point of contact for the 321/335 buildings on the AO Campus. This individual will be focused on the demands of that building and its occupants and visitors while also working collaboratively with the entire Corporate Administrative team and shall share in various clerical and administrative functions to support operations of the broader organization.

### Duties & Responsibilities (Partial List):

TELEPHONES

- Answer, screen, or forward calls, provide information, take messages, or schedule appointments
- In coordination with other administrative support employees, will participate in backup of main switchboard as necessary from time to time to accommodate for lunches, breaks, vacations, etc.

#### GENERAL OFFICE TASKS

- Share in greeting persons entering AO in a professional and friendly manner, determine nature and purpose of their visit, and direct or escort them to specific destinations
- Provide information to supervisors, coworkers and subordinates by telephone, in written form, email or in person
- Perform day-to-day administrative tasks such as maintaining information files and processing paperwork
- Promptly transmit information or documents to customers, using computer, mail or facsimile machines
- Manage Conference Rooms, bookings, and hospitality prep for meetings
- Promptly perform special tasks, as required
- Work with Facilities Team to address issues in building
- Coordinate Calendars and maintain certain studio-specific calendars
- Schedule internal Trainings/Workshops
- Distribute and track studio equipment for job site visits
- Coordinate Conference Rooms with Front Desk
- Coordinate, set up, and pick up internal lunches with project team as needed
- Acts as point person in the 321/335 for coordination of onboarding New Hires

#### MAIL/DELIVERIES

- Primary Point of Contact for the majority of inbound and outbound deliveries
- Review and disburse all incoming postal mail
- Disburse inbound electronic communication (i.e. telephone messages; e-mails, faxes, etc.)
- Prepare and send out ground mail
- Arrange for couriers as needed and/or specified
- Coordinate overnight deliveries as needed and/or specified

#### PROJECT-RELATED SUPPORT

##### **Create, update, and distribute:**

- Project Plan check response sheets
- Project Agendas/Meeting Minutes/Memos
- Project directories for multiple projects
- Studio pipeline tracking sheets
- Create Crisp Repro orders - coordinate with Job Captain/Production
- Coordinate, set up & pick up lunches for Client and internal meetings as needed

*Duties and responsibilities may be added, deleted, modified, or changed at any time at the company's discretion. Changes may be made formally, informally either verbally or in writing.*

**Supervisory Responsibilities:**

No supervisory responsibilities are associated with this position.

**Education/Experience/Licensure:**

- Minimum, High school diploma/GED
- Minimum 1-2 years of experience in administrative functions, including support to upper-level management
- Must have strong excel experience (3-5 years)

**Other Skills and Abilities:**

- Ability to simultaneously handle several tasks, prioritize and plan effectively
- Ability to read and interpret documents such as contracts and other agreements
- Ability to communicate and coordinate effectively with Partner(s) and other staff concerning designated tasks
- Proficiency in office software applications such as Excel and Word
- Customer Service orientation
- Knowledge of clerical and administrative procedures

**Work Environment:**

There are no unusual work environment characteristics required in terms of those an employee encounters while performing the essential functions of the job, including heat or cold, work locations, chemicals or toxic substances. There is moderate business office noise only. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.