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## Administrative Assistant

### Position Overview:

The Administrative Assistant provides effective and responsive administrative services to support Firma's leaders in day-to-day business operations and activities and serving as point of contact for group logistics and coordination inclusive of U.S. locations. The incumbent will be an ambassador of Firma's culture.

### Primary Responsibilities and Essential Functions:

***To perform this job successfully, incumbent must be able to satisfactorily perform the essential functions of the role without or with reasonable accommodations. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.***

#### Essential Functions:

- Provide administrative support to senior leadership including but not limited to managing calendars and scheduling needs, arranging travel (local, domestic, and international), expense reports, and invoice payments.
- Prepare presentation materials and queries, reports, tables, charts, etc. based on information compiled from various sources. Create and maintain spreadsheets and/or databases.
- Lead projects and implements process improvements.
- Provide support in all aspects of office operations including welcoming visitors in a manner that positively represents Firma's brand.
- Manage front office communications and departmental logistics: distribute mail, incoming / outgoing calls and deliveries, produce and distribute correspondence memos, letters, distribution lists, orders and maintains office supplies and posters, and serving as the point of contact with building management and select vendors.
- Maintain filing systems. File and retrieve documents.
- Manage group logistics including organizing and orchestrating staff/team meetings and other group events.
- Create and maintain smooth office operations including but not limited to space, facilities, badging, etc.
- Perform office support such as printing, copying, scanning, fax, mail, telephone, and other services.
- Support programs, processes, and tasks including but not limited to onboarding and offboarding.
- Maintain clean and aesthetic work and office environments.
- Address a wide variety of miscellaneous departmental requests.

Note: This is not intended to be an exhaustive list of duties and responsibilities. There may be other duties as assigned.



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**Qualifications Including Education, Experience, and Skills:**

- Bachelor's Degree or equivalent experience (administrative or support role requiring high proficiency) defined as a minimum of 6 years related, combined experience in employment, education, knowledge, and skills that will enable the incumbent to perform the tasks of the role proficiently.
- 2 – 4 years' experience in similar administrative support role with broad administrative duties and responsibilities.
- Proficiency in Microsoft Office Excel, Word, PowerPoint, Outlook, and One Note required.
- Able to handle sensitive information with the highest degree of discretion, integrity, and maturity required.
- Proactively identifies and manages work rather than taking a reactive approach.
- Able to work independently in a rapidly changing environment while effectively addressing and managing significant competing priorities and duties.
- Able to effectively troubleshoot and problem solve.
- Demonstrated attention to detail, accuracy, and organization.
- Must exhibit a positive/professional attitude and ability to positively represent Firma's brand.
- Ability to operate standard office equipment and resolve standard problems.
- Excellent communication skills – written and verbal.
- Ability to provide high level of quality service.

*H2O Clinical and Pharma Start, d/b/a Firma Clinical Research reserves the right to modify, interpret, or apply this job description as appropriate in its business judgment. This job description does not mean that these are the only duties, including primary responsibilities, to be performed by the employee occupying this position. Employees will be required to perform any other functions or duties assigned to them by management. This job description is not an employment contract, implied or otherwise. The employment relationship remains "at will."*