



## Operations Administrator

Vexxit is a smart Marketplace that facilitates relationships between Consumers and Professionals in a trusted and transparent environment.

We are reimagining Professional Services. As an Operations Administrator, you will be highly organized, extremely detailed oriented and possess a passion for continuous improvement. Your attention to detail and customer service attitude will design and drive our operations. Together with the Vexxit team, you will define, document and drive operations to the highest service delivery.

Our dream candidate is customer obsessed, innovative, embraces challenges and an enthusiastic team player who thrives on working closely with managers, designers, developers and marketing. We're searching for someone with great talent, can do attitude, and a passion for helping people win through the development of a great service and organization.

Your responsibilities:

- Detail out the operations playbook, including detailed process diagrams
- Work closely with Product Development Team to ensure operational processes are documented and followed
- Provide Customer Service Response Management
- Provide service delivery on key product processes
- Provide Customer Account Management services
- Define, develop and run key organizational reports
- Provide organization communication for inputs and outputs of operational activities

Your Skills:

- Exceptional problem-solving skills
- Exceptional organizational skills
- Strong written and verbal communication skills
- Passion for excellence in service delivery
- Passion for building world-class products
- Strong business acumen along with excellent communication and negotiation skills
- Experience in team development and team building
- Degree in business administration, facility management, or a related field preferred.
- 2+ years of experience as an Operations Administrator or in a similar position.



You are an energetic, creative, passionate and a highly skilled operations leader. A leader that facilitates strong relationships, enables team creativity and drives the highest quality of results. You are comfortable working independently and also in dynamic teams. You take pride in your ability to develop, document and execute on plans. Your excellent communication skills drive clarity and results for the customer and the organization.

Send your personal CV and salary expectations to: [jc@vexxit.com](mailto:jc@vexxit.com)