



Digital Accelerator

## Job description Office Manager

### **Location: Raleigh, NC**

As part of AMA XertEye Inc. team, we are seeking an Administrative and Office Manager located at our Raleigh NC Office.

With over 5 years of proven experience in remote assistance solutions, AMA is helping medical and industrial organizations of all sizes to accelerate their smart workplace transformation. Our market-leading XpertEye™ Assisted Reality platform has been deployed in more than 80 countries, addressing a wide range of applications like remote diagnostics, inspection, scheduling and workflow management. These unequaled remote and interactive collaboration solutions empower our customers to improve productivity, speed up resolution time, and maximize uptime. Our worldwide presence – with offices in France, Germany, Romania, UK, USA, China and Hong-Kong - allows us to work in every time zone and reach our customers wherever they are.

### **About The Role**

As an Office Manager in a team of 4, you will be taking care of all administrative procedures to support sales. The goal of an Office Manager is to manage administrative and operational tasks necessary for daily business operations, ensuring the office operates smoothly and efficiently.

### **Responsibilities**

- Support the sales team, to include; creating & sending commercial offers and quotes, managing purchase orders and communicate internally regarding the entire sales process.
- Updating and monitoring of CRM system, customer reminders at the end of the contracts.
- Maintain a regular communication with the Key Accounts Manager and the Sales Administration team in France to ensure a good projects follow-up.
- Managing operational tasks including: monitor inventory levels, schedule incoming and preparing outgoing shipments following the instructions of the Logistics department in France.
- Take initiative, find innovative solutions to improve efficiency, and seeking out opportunities to assist the team.
- Assist Key Account Managers in the booking of their business travels
- Invoice customers, record and pay suppliers invoices, and manage cash with the support of Head Office

### **Job Specifications:**

- Responsive, rigorous, organized, proactive and positive mindset – friendly and supportive team player
- Strong interest in customer relations (listening to the customer's needs, high level of fluency in written and oral communication)
- Ability to work independently and at times with minimal guidance, in a fast paced growing environment

- Ability to work well under tight deadlines and maintain composure with a strong focus on customer service
- Experience using Salesforce or other CRM system. Excellent Communication and proficient in Microsoft suite.
- Harmoniously work and support the various teams to build business across all regions
- Minimum 5 years of experience in a sales administrative role or similar.
- Must be able to travel Globally
- Enthusiast of new Technology and the potential business opportunities it may offer our customers
- An understanding of the AI /IoT/ Augmented Human marketplace, players, and trends