



## Front Desk Operations Specialist (OS)

### Position Objective

Provide operational support to our team, clients, and stakeholders by staying focused on growing our nationwide family of brands through delivering excellence in customer service solutions via phone, email, and messaging platforms to support our mission every day.

### Job Description

The Front Desk Operations Specialist (OS) will focus on accomplishing the company's vision of sustainable growth through servant leadership, strong communications, and outreach. This position requires a business / entrepreneurial approach to organizational operations while using customer-centric strategies. An excellent command of logistics is a must. This position is tasked with answering all company calls for Go Rescue, Inc., assisting clients and students with any questions and front-line purchases they may have, including products, classes, and services, providing administrative support to our team members and leaders, and other projects as assigned. The ability to multi-task and manage multiple requests, methods of communication, and projects is essential. Displaying a positive, can-do attitude in all situations will prove successful in this position. Finally, development and maintenance of personal relationships with our team, vendors, clients, and stakeholders is a must.

Duties include the following:

- Serve as the main point of contact for all company in-bound calls, emails, and messages - preferably with 1st-call order/question resolution
- Provide excellent customer solutions, process requests for orders / training / services, and be a knowledgeable resource about everything we have to offer
- Assist with Special Projects
- Handle walk-ins at our facility
- Promote client retention through personal contacts and relationships

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[KMOFFETT@STOPHEARTATTACK.COM](mailto:KMOFFETT@STOPHEARTATTACK.COM)**

- Promote additional offered services, including AEDs, bleeding control, program management software/apps, training, instructor supply purchases, and other student / client focused products / services
- Be available to travel as needed for the benefit of the company (locally and if needed, regionally)
- Be available to attend weekly, monthly, and bi-annual training, company meetings/activities as needed
- Provide fresh ideas for the growth of our company
- Provide timely project fulfillment for any and all assigned projects
- Provide regular status updates / reports to company leadership as requested

### **Reporting**

The OS reports directly to the National Operations Director. There are no subordinates.

### **Hours**

The OS will work normal business hours, Monday - Friday, from 800AM - 430PM. Additional work assignments could require extended hours on occasion.

### **Goals**

Attainment of these three (3) objectives are foundational to this position:

1. Serve as the main point of contact for all company in-bound calls, emails, and messages - preferably with 1st-call order/question resolution
2. Provide excellent customer solutions, process requests for orders / training / services, and be a knowledgeable resource about everything we have to offer
3. Promote additional offered services, including AEDs, bleeding control, program management software/apps, training, instructor supply purchases, and other student / client focused products / services

### **Compensation – competitive salary!**

#### **Benefits**

- 401k + employer match of 3%
- Company-issued computer / equipment / supplies
- Two weeks paid vacation
- One week paid sick time (with physician excuse)
- 10 paid company holidays

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