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## Organizational Performance Group Client Services Assistant Job Description

**Our mission:** OPG helps our clients create exceptional workplaces and successful organizations through better strategies, better leaders, and better managers. We provide our clients with the optimistic reassurance that organizational issues are normal and solvable. OPG's internal laboratory for management, leadership, and innovative organizational practices, combined with our compassion and deep content knowledge, yield extraordinary results for our clients. We believe that when we help an organization build an extraordinary work culture with empathy and respect, we help build a more compassionate and better world.

### About the Firm

OPG is an organizational development, management, and leadership consulting firm that believes people and their ability to work together are critical to the success of organizations. We believe organizations that inspire and empower their employees have a competitive advantage.

We help our clients achieve their best by aligning people and processes in support of a shared vision. We work with a small number of clients, implementing customized organizational development services. Our clients are from all sectors of the economy: from well-established companies to entrepreneurial businesses; from government organizations to educational institutions; from nonprofit agencies to religious denominations.

All of our clients are leaders in their organizations who have a commitment to improving their organization so their people can be more effective at achieving the organization's mission while also creating an extraordinary work culture.

Our website:

[www.organizationalperformancegroup.com](http://www.organizationalperformancegroup.com)

Our mission:

[www.organizationalperformancegroup.com/sites/default/files/OPG\\_Mission\\_graphic.pdf](http://www.organizationalperformancegroup.com/sites/default/files/OPG_Mission_graphic.pdf)

### About the Position

The Client Services Assistant is a dynamic and proactive support person for staff and clients. The ideal candidate has tremendous organizational skills, is very attentive to detail, and has the



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ability to set priorities and handle multiple projects simultaneously. He or she brings top-notch planning skills, great interpersonal skills, and a passion for high level customer service. The ideal candidate also has “grit” and a very strong internal locus of control that ensures success. OPG has a fast-paced and intense culture, typical of management consulting firms, requiring both mental and physical stamina. The ideal candidate self-manages and accomplishes work at a rapid pace while not forsaking quality standards.

- Represent the business in a highly professional manner at all times
- Manage Partner’s calendars, coordinate with personal schedules, and arrange and manage travel plans ensuring the time of the Partner is maximized and in line with OPG’s priorities
- Attend client meetings as requested by OPG consulting staff to assist with set-up, note taking, and onsite support; this position will require traveling to client sites
- Prepare notes and compile evaluations from client meetings; prepare or edit PowerPoint presentations and other materials for presentation to clients
- Complete all follow-up activities generated at client events
- Coordinate travel arrangements (flight, train, hotel, car service, etc.) as requested
- Provide project assistance for OPG consulting staff, including liaising with client representatives to iron out meeting and event logistics
- Ensure OPG consulting staff have all materials for upcoming client events
- Maintain facilitator’s equipment, ensuring it is always prepared for a client engagement
- Provide administrative assistance including filing, copying and routing of documents, drafting correspondence, troubleshooting, etc.
- Answer phones; route and direct calls as appropriate; sort and distribute mail
- Monitor supplies and process orders for the office
- Assist with any marketing and/or client events:
  - Registrations, meeting logistics management, support with preparation of event materials, and assist with any post-event follow-up work
- Additional tasks as requested

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## Qualifications/Requirements

- Undergraduate degree required
- Minimum two years of work experience in an administrative capacity; experience supporting an executive (e.g. VP, C-suite, or equivalent) or as a personal assistant preferred
- Able to type at least 50 – 60 wpm with a high degree of accuracy
- Interest in performing a critical support role while learning in a fast-paced, entrepreneurial environment



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- Be extremely well organized and attentive to detail, with ability to set priorities, juggle multiple tasks, and manage your time well
- Possess a high level of common sense; have quick intelligence, sense of humor, strong work ethic, and a “roll-up-my-sleeves” attitude
- Be extremely mature and able to express your needs professionally
- Have desire to work in a small organization with minimum supervision
- Excellent writing and editing skills for documents including presentations and proposals, and facility with PowerPoint
- Keen eye for detail
- Proficient in Word, Excel, PowerPoint and Outlook; preferred experience with Survey Monkey, setting up Go-to-Meeting, Skype, etc.; also comfortable and proactive about learning new technologies
- Able to work well with others and be extremely flexible and mature; this position requires continual interaction with individuals from a variety of backgrounds
- Is diplomatic and discrete; maintaining confidentiality is vital
- Must pass company-mandated background check

### **Compensation Package**

The Client Services Assistant position is a full-time staff position with a generous base salary, benefits allowance, retirement plan (after one year), self-managed time off, the possibility of bonuses, and lots of food.