

Trish Williams Consulting

JOB DESCRIPTION

POSITION: **Operations Manager**

COMPANY: Trish Williams Consulting

REPORTING TO: CEO, Trish Williams

STATUS: Independent contractor, 15-20 hours per week - also willing to hire right person for part-time permanent.

LOCATION: Remote/Virtual position (US and Canada only); EDT and CDT preferred

COMPENSATION: \$25/hour

POSITION OVERVIEW

Trish Williams is OT Entrepreneur Coach who helps Occupational Therapy (OT) business owners embody the CEO role in their business. I help you move beyond thinking like a therapist to acting more like a CEO.

Trish has practiced OT for 27 years and built two successful businesses, understanding the clinical and business side of the industry. She has a podcast called OT's Get Paid.

Maintain operations of the company, by tracking team KPIs, establishing goals with CEO and measuring their own progress

To reach our company goals, we are looking for a proactive professional who takes initiative, executes, and is highly detail-oriented.

YOU'RE PERFECT FOR TRISH WILLIAMS CONSULTING IF:

- You thrive in a leadership role.
- You are familiar with the EOS/Traction system
- You know how to ensure the leader holds their boundaries.
- You are a self-starter, eager to take initiative and anticipate needs.
- You are an excellent communicator - proactive in outreach and professional in delivery.
- Learning new technology comes easily to you. You are tech savvy and have an understanding of online business tools.

- You know how to optimize systems for ease of use and efficiency.
- You exude a high level of professionalism and emotional maturity.
- You can think creatively to problem-solve and navigate through a roadblock.
- You enjoy learning new skills and systems.
- You understand an online business model.
- You are compassionate and dependable.
- You pride yourself on being resourceful. Before asking a question, you naturally look for ways to find the answer independently.
- You value and promote diversity and inclusion.
- You naturally anticipate needs and wrap up loose ends. You live for solving problems before they even exist.
- You are able to “manage up” to clear out bottlenecks coming from the boss.
- You are detail-oriented

RESPONSIBILITIES

OPERATIONS

- Email management (i.e. Organize the inbox, responding to emails).
- Calendar management (i.e. scheduling any appointments, notifying the CEO about urgent requests).
- Refine day-to-day operations, with a high level of efficiency.
- Ensure that all standard operational processes (SOPs) are properly developed and documented, and that key information is organized, accessible and secure.
- Day-to-day task management.
- Managing projects: launching, implementing and overseeing new virtual products (ie. website, group coaching, marketing initiatives)
- Assist CEO in managing team: support, allocate resources, monitoring daily activities, help to build performance reviews

ADMINISTRATIVE

- Process billing and invoices.
- Respond to customer/client inquiries.
- Coordinate logistics of events with our event planners.
- Research issues to provide efficient solutions. (ie. dynamic podcast ads)
- Streamline business processes through tech

TOOLS:

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|------------------|-----------|
| ● ActiveCampaign | ● G-Suite |
| ● Acuity | ● Stripe |
| ● Dubsado | ● Kajabi |
| ● Vimeo | |

WHAT WE BELIEVE IN

We believe in Honesty, Empowerment, and Authenticity.

Women are systemically undervalued and underpaid and we strive to break the change for OT women.

We believe in helping OT women start and scale successful businesses by taking ownership and charge of their destinies.

FACTS ABOUT THE LEADER, TRISH WILLIAMS

I'm a warm, outspoken, driven Occupational Therapist (OT) turned OT business coach with a passion for helping other OT entrepreneurs build a profitable and lasting business!

My #1 goal is to lay it all on the table to empower OT's with the tools and resources they need to step out from under frustration, overwhelm and feelings of unworthiness into their power as a leader, change-maker and successful business owner.