



Operations Support Job Posting 2017

Are You Our Operations Support Person?

Thank you for your interest in the part time Operations Support Person position at Heart of Business. We are a loving and committed group and are excited about adding another talented, passionate, and kind person to our team.

Although this is being listed as a part-time position for now, as we continue to grow, this position could eventually become a full-time position.

We ask that you please read the job description below carefully and consider whether this position truly fits you. If after reading through the job description you determine that this feels like a fit for you please follow the instructions below about How to Apply.

Job Description

Between the lofty realm of visionary ideals, strategic projects and the happy results that happen for clients and for the business is the critical need to GET STUFF DONE.

Being the Operations Support Person at Heart of Business requires real attention to details, and a desire to help people and communicate with heart.

Being attentive to the details is not a matter of being obsessive-compulsive (we want you to be healthy!)—It's about a high level of integrity, care and love—in some ways; it's the very heart of the company. We're looking for someone who loves getting stuff done precisely and thoroughly, loves results, and also loves people.

You

You love getting stuff done. You love to see an organization that is clicking along smoothly, and how the widely different projects all contribute to make things work.

You love collaborating on a team, helping each person in their role get their things done, and helping maintain a perspective of how it's all connected.



You also love systems and the details that make them up. You love bringing heart into the details, and watch them march out with clock-like efficiency, successfully.

You like collaboration, but you do not like to be micro-managed. You value freedom in your work as a way to collaborate and contribute to the team. You value honesty and direct communication. You are willing to have the hard conversations when they come up, and don't shy away from emotions.

The Role

You will be the Operations Support Person for Heart of Business. You will work across all functions, getting tasks done and supporting projects in Marketing (reaching new clients), Education (delivering and caring for current clients), and Business (internal structures and systems that make the business run smoothly). You'll support, and potentially modify, systems to make sure the amazing number of details that go into running a small company are handled impeccably and easily.

You will be a core, critical member of the team, working closely with the Director of Education, and the CEO. You will be communicating directly with clients, and working directly with the team.

Your ability to follow through and get things done in a timely manner, with real impeccability, is critical.

There are two levels to this role

The first level is simply getting stuff done. There are innumerable tasks, many of them technical in nature, including working on the website, as well as various other applications. Team members will assign you tasks, and you'll get them done.

The second level is strategic. You won't just be checking things off; you'll be paying attention to how things are being done. If you have ideas of how to do something better, to improve a system, or to combine redundant efforts, or simply to stop doing things that seem to be unnecessary, you'll be offering those ideas, creating and modifying those systems. You'll be observing and learning and helping to improve how we work and deliver what we do.



You'll also be proactive and thoughtful, so if there's an obvious mistake, or something is left out, you'll add it in, fix it, or make it work. You will also need to be able to discern when it's important to "get (or make) it right" and when "good enough" is called for.

You will not only be completing assigned tasks, you'll be expected to proactively manage the process. You will not just wait for assignments, but keep a watch on what else needs to be done and proactively bring next steps to other team members.

What we're saying here is that we want you to become intimately familiar with the business as a whole, how all the pieces go together, so you can intelligently support everything getting done, can see how projects and tasks relate to each other, and can have a real sense of our priorities and follow-through.

Work Environment and schedule

We're a virtual team, meaning that we each work out of our home office. Our team is currently spread out - one in New York, one in Texas, one in Illinois, and one in Australia. This means you'll work from home, too, staying in contact with us during a workday using Skype texting and phone calls.

Two things are true- there is flexibility available in the work schedule, and we need daily availability Monday through Friday, central time. What this means is that if you have appointments, or family-related events, we're pretty open.

At the same time, there are certain things that happen during our work week- call recordings that need to be uploaded and made available, emails that need to be sent out, client requests and other inquiries that come in, and we like to see those things happen in a timely manner so our clients and others feel cared-for.

If you fit with us, you'll love this job, because the people are so open-hearted, loyal and fun. We really enjoy each other, and want are committed to all of us being happy at work.



Responsibilities

Client communication

- Responding to client requests, mostly by email- when they have trouble finding something, directing them.
- Setting up and scheduling emails that go out to our subscribers, including our weekly newsletter, as well as other promotional emails.
- Initial responses to inquiries from voicemails and emails.

Internal business support

- Tracking attendance for our clients within our programs, and maintaining spreadsheets or other systems that help us know how our clients are doing.
- Help coordinate and maintain Heart of Business master calendar and teaching assignments
- Managing contact forms, emails, and project/event scheduling for team members
- Scheduling and maintenance of Maestro Conference for all HoB programs, and client access.
- Some light audio editing and PDF creation.
- Updating/setting up webpages and other backend systems (including basic WordPress / HTML as needed)
- Learning and maintaining our affiliate systems.
- Working with our main applications: InfusionSoft, Basecamp, Highrise, and Google Apps.
- Running reports and updating weekly tracking stats
- Project management over the whole company, managing to-do's and deadlines across a wide variety of projects, and supporting team members to meet their deadlines.

And other duties and projects as they occur to us.

Strong Preferences (Required)

- Read our Getting to the Core Workbook <http://www.heartofbusiness.com/pdf/gettingtothecore.pdf>
- Available Mon-Fri for at least 2-4 hours per day between 9 am-5 pm central
- Open to Sufi-based teachings and diverse spiritual practices
- Highly organized
- Enjoys working with cloud-based applications
- Very proficient learning and using complex online technology tools (some listed below).

**Strong Preference (but not required)**

- Familiar/functional with the following systems: InfusionSoft, Basecamp, Highrise, QuickBooks, Google Docs, Wordpress (including some familiarity with HTML and CSS)

Compensation

During the initial 30-60 days, you'll be a contractor, as we get to know each other. After that, you can be hired on as an employee. The starting offered rate as an employee is \$18/hour plus medical, dental and vision insurance.

Commitment to Diversity

The team at Heart of Business is committed to honoring diversity on our team and within our clientele.

We respect all type of diversity including, but not limited to, ethnicity, race, gender, sexual orientation, gender identity, age, religion and abilities.

We want to live in a world that recognizes the inherent strengths that come from different viewpoints, backgrounds cultures and experiences. As a team, we have taken on a commitment to examining our unconscious biases, and want to work towards an equitable, peaceful, just world.

In regards to race and ethnicity, we reject the idea of "color-blind" and instead want to live in a "color rich" world, where each experience helps to weave the tapestry of strength and love. As a white-owned company, with a majority white team, we're going to miss seeing things that would be obvious to someone with different experiences. If you are a reader, client or colleague, and you ever see us expressing unconscious bias in a way that we seem unaware of, we invite you to tell us.

If you look at our team and do not see your experience, identity, or background reflected (or poorly reflected) and believe that you would be an asset to our team and our work, then when we have openings we especially invite you to apply and bring your strengths to our team.



Supplemental Questions

Please answer these Supplemental Questions in a separate document.

- Full Name
- City, State/Province and Country where you currently live
- Phone Number and Email Address
- Please share details of your current and past administrative and operational experience.
- Please share any special training or education you've had that would relate to your skill as an operational wizard.
- Do you use a Mac or a PC?
- What computer applications do you consider yourself highly skilled with?
- Please describe your experience, if any, with each of the preferred systems/applications listed above? If not, what similar systems have you used and to what extent?
- Have you ever worked on a virtual team? Tell us about your experiences working on a team.
- Tell us about yourself. What are your hobbies? What do you like to do for fun? We'll read as much as you want to share.
- Are you familiar with Heart of Business? If yes, how?
- Why would you like to work for Heart of Business?
- Please take this free online quiz:
<http://www.humanmetrics.com/cgi-win/JTypes2.asp> and provide us with your results.

We'd like to know if you are an INFJ, ENFJ, etc. If you already know your Myers Briggs personality type you can pass on the test and send us your type.

- Please take this simple free online quiz:
<http://predictablesuccess.info/quiz/quiz.php?id=4> and provide us with your results.

You will be sent a free report with your results after completing the quiz. Please include the results in the format as they appear here:

480 Operator
210 Synergist
150 Processor
120 Visionary



How to Apply

We are looking to fill this position as soon as possible so there is no deadline date. If you feel this position could be a fit for you, please don't hesitate to email these three items: 1) Cover Letter, 2) Resume (with three references including contact information), and 3) Supplemental questions, all three as one single PDF to hiring@heartofbusiness.com

With big appreciation,

Mark Silver
President/CEO for Heart of Business
mark@heartofbusiness.com
www.heartofbusiness.com