

Executive Business Assistant

EDCi provides infrastructure and call center technology services and solutions to clients throughout the Wisconsin and the Midwest. Through our partnership and certifications with leading technology providers including Citrix, Cisco, Genesys, IBM and Microsoft, our customers receive the highest quality of product and service the industry has to offer.

EDCi has an immediate opening for an Executive Business Assistant. We are seeking an energetic and passionate individual to provide organizational support to our Vice Presidents, including general sales support and management of our vendor responsibilities. Furthermore, this role includes the opportunity to learn business skills, techniques and processes and will serve as a potential stepping stone for advancement within the organization. If you pride yourself on providing great customer experiences, are highly organized and have a passion for administrative work, we want to talk to you!

When you join the EDCi team, you'll receive many perks, including:

- Funded Training and Certifications
- Bring Your Own PC Policy (BYOD)
- Cell Phone Reimbursement
- Casual Attire
- Work-Life Balance
- And many more!

Responsibilities

- Support administrative needs like managing emails, calendaring and expense reporting
- Schedule and coordinate meetings including booking rooms, preparing agendas, taking notes and ordering refreshments as needed
- Follow-up on action items from meetings
- Perform sales support functions in Professional services software
- Maintain proper records of contracts
- Maintain sales documents on SharePoint
- Maintain our vendor partner records (Microsoft, Cisco, Citrix, Genesys, etc.) on their portals including notification of renewals, researching requirements, evaluating and achieving compliance
- Maintain engineering and sales certification records, Value-Added-Reseller certification requirements and partner rebate program renewals
- Submit monthly revenue reports to partners and 3rd parties
- Research topics and aggregate data for internal initiatives
- Update sales forecasting tools as a facet of the budgeting process
- Schedule and coordinate travel per policies
- Sales Support for select enterprise customers
 - Manage CRM/internal system responsibilities related to enterprise customers
 - Assisting with development and distribution of quotes and other pertinent information
 - Tracking open items
 - Coordinating meetings

- Greet customers at the front desk
- Answer and direct incoming phone calls
- Open and distribute mail, prepare outgoing mail
- Assist Marketing team with customer and employee events (as needed)
- Create PowerPoint presentations for customer and employee meetings (as needed)

Essential Skills & Qualifications

- Excellent organizational skills, attention to detail and ability to multi-task
- Exceptional verbal communication skills and a professional presence
- Familiarity with working remote and using video conferencing tools
- Proven experience as an executive assistant or other relevant administrative support experience
- High energy with the ability to manage administrative duties in a fast-paced environment
- Tenacious and resourceful with a great talent for blending creativity and administrative abilities to achieve outstanding results
- Associate degree in business, administration, marketing or a related field preferred