



<b>Job Title</b>	<b>Operations Support Assistant</b>
<b>Job Level</b>	5
<b>Location</b>	Edison, NJ
<b>Business Unit</b>	OBU
<b>Function</b>	Packaging & Supply Chain
<b>Leader</b>	Head of Operations, North America
<b>People Leadership</b>	None
<b>Role Purpose</b>	
<p>Provide the highest standard of administrative support for the North America Operations Team by proactively developing relationship with OBU leaders, key stakeholders, and site employees (US &amp; Mexico) to understand needs and to proactively provide solutions and support services while also ensuring the smooth operation and coordination of day-to-day office administration within the Edison facility.</p>	
<b>Responsibilities</b>	
<ul style="list-style-type: none"> <li>• Manage a broad range of routine and ad-hoc administrative and office duties as required to ensure smooth daily operations while also evaluating areas to drive continuous improvements, create efficiencies, and optimization of technology and other resources. Complete accountability for tasks including but not limited to greeting visitors, answering switchboard, sorting and delivering, creating POs and processing invoices, kitchen/office/general supply inventory</li> <li>• Ensure the Edison site, including office areas, meeting rooms, kitchens, outdoor and storage areas are maintained to a best-in-class standard that meets safety and compliance requirements, properly represents the business and its premium/luxury brands, and in a manner that creates a positive engagement experiences for employees and visitors; partner with key stakeholders as needed to facilitate large scale/capital projects</li> <li>• As directed, rotate quarterly into assigned teams (Manufacturing, Logistics, Safety/Quality, etc.) to provide added support within the specific function of focus and to develop a robust understanding of Operations overall and the wider business.</li> <li>• Provide Executive level (reports, presentations, etc.) and HR (recruitment, on-boarding, and engagement) support for the Head of Operations, NA and the regional HRBP; function as ambassador for both with OBU teams in Mexico; assist with the delivery of special projects and ad-hoc assignments as directed</li> <li>• Delivery best-in-class internal/external events and conferences by efficiently managing all aspects including but not limited to, planning themes and activities, coordinating invites and associated travel, venue and vendor selection and contract/budget management, brand coordination, communications and itinerary planning</li> <li>• Manage team meetings including calendar invites, agenda preparation, catering, minutes, action item follow ups, technology and room set-ups, etc.</li> <li>• Coordinate domestic and international travel arrangements as directed for local teams and in global tandem for international visitors; manage all travel in line with budget, T&amp;E policy, and individual preferences; ensure a premium experience for all visitors</li> <li>• Demonstrate behaviors in line with the company’s diversity and inclusion aim, which create and promote a diverse and inclusive culture in which ideas, difference and views are respected and where all employees are encouraged to create their own personal legacy</li> </ul>	



## Values



**BE PROUD**  
We are proud of our brands, our heritage, and our commitment to superior quality in our products



**BE RESPONSIBLE**  
We expect every individual and their teams to be accountable and to perform to their full potential



**BE SUSTAINABLE**  
We wish to make a positive contribution to our communities and to our environment



**BE PROFESSIONAL**  
We value integrity, transparency, professionalism and constructive debate within a team working culture



**BE ENTREPRENEURIAL**  
We foster a forward thinking and innovative culture that recognises the need for innovative thinking and continuous improvement



**THINK LONG TERM**  
We are proud of our brands, our heritage, and our commitment to superior quality in our products

## Core Competencies: *To be reviewed and inserted*

### Deciding and Initiating Action

- Makes prompt, clear decisions which may involve tough choices or considered risks
- Takes responsibility for actions, projects and people
- Takes initiative, acts with confidence and works under own direction
- Initiates and generates activity

### Delivering Results and Meeting Customer Expectations

- Focuses on customer needs and satisfaction
- Sets high standards for quality and quantity
- Monitors and maintains quality and productivity
- Works in a systematic, methodical and orderly way
- Consistently achieves project goals

### Working with People

- Demonstrates an interest in and understanding of others
- Adapts to the team and builds team spirit
- Recognises and rewards the contribution of others
- Listens, consults others and communicates proactively
- Supports and cares for others
- Develops and openly communicates self-insight, such as an awareness of own strengths and weaknesses

### Following Instructions and Procedures

- Appropriately follows instructions from others without unnecessarily challenging authority
- Follows procedures and policies
- Keeps to schedules
- Arrives punctually for work and meetings
- Demonstrates commitment to the organisation
- Complies with legal obligations and safety requirements of the role

### Planning and Organising

- Sets clearly defined objectives
- Plans activities and projects well in advance and takes account of possible changing circumstances
- Manages time effectively
- Identifies and organises resources needed to accomplish tasks
- Monitors performance against deadlines and milestone

### Adapting and Responding to Change

- Adapts to changing circumstances
- Accepts new ideas and change initiatives
- Adapts interpersonal style to suit different people or situations
- Shows respect and sensitivity towards cultural and religious differences
- Deals with ambiguity, making positive use of the opportunities it presents

## Skills and Qualifications:

- HS Diploma or equivalent required; college level degree or course work preferred
- Bi-lingual English/Spanish
- Ability to travel domestically and internationally (Mexico and UK) multiple times a year
- Demonstrated history providing top-notch administrative support for senior leaders, HR, and diverse or global teams
- Ability to work with limited direction and to prioritize workload
- Superior communication skills; ability to write clear communications and to develop and



deliver engaging presentations

- Solid MS Suite and technology skills are a must; up-to-date on modern technical capabilities a plus
- Track record for coordinating large and small events
- Able to pay close attention to detail and to create process and order
- History of work collaboratively across a complex organization
- Demonstrated ability to manage sensitive information in the appropriate manner
- Exposure to manufacturing or warehousing environments a plus

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