

Office Manager

Overview:

We are looking for a detail oriented, organized individual to support our team of technicians and office staff members in day-to-day operations. This role is for someone who can handle managing vendors and services for the company, maintain a relationship with our landlord, process mail and package delivery, handle business licenses, insurance, and minor HR related tasks. In addition, you will manage travel and expenses for our traveling technicians including hotel, airfare, and rental vehicles. Your primary mission will be to support other team members allowing the company to accomplish its primary objective to deploy A/V equipment to client events. This job requires attention to detail and ability to follow procedures we have in place to ensure successful events. You will, on occasion, be asked to travel to client events to assist the technical team in deployment of equipment.

Essential responsibilities, skills and duties.

- Able to type at 50WPM or better.
- Proficient with MS Office suite of products including Word, Excel and PowerPoint.
- Assist with mail and package delivery to team members.
- Manage rental car, hotel, and airline reservations for traveling technicians.
- Run errands in personal or company vehicle.
- Perform pack/ship of small packages via FedEx or UPS.
- Maintain employee handbook.
- Record suggestions for policy changes.
- Manage/renew company subscriptions.
- Register staff for client events.
- Manage office cleaning service.
- Assist with expense and credit card reconciliation.
- Pay office bills.
- Maintain business licenses and insurance.
- Manage exhibitor approved contractor and certificates of insurance for client events.
- Maintain contact information, issued property, and perform orientation for new employees.
- Occasional travel to assist others to deploy, support, and pack equipment at tradeshow venues.

At BrightPipe no two days are the same and you may be asked to perform other duties not listed above.

Work Schedule:

- In Office: Typically, 40 hours per week Monday-Friday.
- At Event Site: Depends on the event – can include weekends and occasional holidays.
- Supporting traveling staff members can occur over weekends and holidays and after-hours.

- Occasional work from home may be possible.
- At busy times of the year overtime work will be required to meet ship dates for events.
- Travel up to 5% on an annual basis.

Our Ideal Candidate

Should be hard working individual who is not intimidated by technology. Ideal candidates will be organized, able to multi-task and have high attention to detail in an ever-changing environment. Excellent communication and interpersonal skills are a must. Quick and effective communication with employees, vendors and clients will be part of each day. Our travel plans change frequently so being flexible and adaptable to implement new itineraries is necessary as our clients can change things without much notice.

Expectations:

- Must be an excellent communicator - in writing, over the phone, and in person.
- Proactive in communication to stay ahead of any issues.
- Must be detail oriented.
- Team player, willing to help the company meet their goals.
- Able to assist traveling team members after hours and over weekends.
- Ability to work without oversight.
- Performs all duties with excellence.
- Willingness to adapt and be flexible.
- Willing to constantly learn both new technical skills and develop interpersonal skills.
- Appreciates and welcomes feedback.
- Strives for self-improvement.
- Low drama, high capacity, with a do whatever it takes attitude.
- Refuse to lose or fail.
- Takes initiative and is proactive.
- Ability to lift 30 pounds.
- Valid drivers license and good driving record are required.
- Has reliable transportation.
- Must own smartphone for communication via voice, text, and email.
- Must have ability to stand on feet and work for long periods of time on occasion.
- Non-Smoker.

Directly Applicable Experience

An ideal candidate would come to us with direct experience in one or more of the following areas or job functions:

- Office Management
- Travel Planning / Reservations
- Accounting / Bill Paying



- Time Keeping / Payroll Systems
- Administration of ADP PEO Services
- Shipping Experience – Small Package and LTL/FTL Freight
- Secretary / Reception

A Career at BrightPipe

BrightPipe provides audio visual services to our clients at trade shows. Our company is the 'little guy' competing with, and consistently winning business from the 800-pound gorillas of the industry. We do this because we have a tight-knit team of exceptional people that all share the same values and mission. We have processes and procedures in place to ensure our client events go off without a hitch every single time. We are currently looking to add new team members as new customers approach us daily to engage our services.

Jobs in the event industry are not easy. Travel is required so if being away from home for a week or so at a time is a challenge then BrightPipe is not right for you. However, if you love technology, if you get excited about being hands on with the latest AV gear, if you like traveling to new cities then this is a great career opportunity for you. There is nothing more satisfying to our team than seeing our work helping our customer's vision come to life. This brings immense satisfaction and is a source of great pride for every member of our team. We do it better than the other guys – we have had some clients for over 20 years - that doesn't happen by accident.

BrightPipe was built on relationships with our customers – many of whom have become our lifelong friends. Every position at our company interfaces with our clients at some point. We are looking for technicians that love technology and love people too. No two days here are the same, we are always working on something new. If you are interested in joining a company where you are not just a 'number' but have a name and a voice then we would love to hear from you.

Benefits:

- Healthcare
- Dental
- Vision
- Life Insurance
- Matching 401K
- PTO
- Overtime Pay
- AAA Membership
- TSA Precheck
- Quarterly Car Wash
- Flexible Work Schedule
- Spot Bonuses
- End of Year Bonuses
- Fitness Support

We have several open positions, if you are interested in more information, please email your inquiry and resume to: careers@brightpipe.com