

“Secretary” job description

(Segretaria/o amministrazione/commerciale – settore Education)

Job title: Secretary

Location: Padova

Contract type: 20 hours/week. Fixed-term (1 year) with the view to become permanent. 9-13 with possibility to replace one or two mornings with afternoons in your fixed schedule.

Number of open positions: 1

Job overview: The Secretary is responsible to track and manage information about the financial administration of the business, to carry out basic email/phone correspondence and to support the business systems: you will join our start-up team and play a critical role in controlling our rapidly growing educational start-up to establish one of Europe’s leading Erasmus+ organisations! You will be in charge to maintain and improve the current systems to produce the desired reports for management control, cashflow and P&L. You will handle basic email correspondence and make direct phone calls to school leaders and teachers from all over Europe. The job entails support for marketing administration and managing our providers for general office maintenance. This is a great job for people with some experience of bookkeeping and accounting systems for Italian small businesses. If you love precision and have great remote customer service skills and excellent communication skills, then this is the right position is for you! Come and join us!

Reports to: Managing Director

Key responsibilities:

- Finance and bookkeeping
 - Making bill payments via ebanking and managing credit card payments
 - Managing accounts receivable and payable
 - Tracking incoming payments and issuing invoices (“fatturazione elettronica”). Standard invoice contents are in English.
 - Participating in payroll processes and communicating presences
 - Liaising with our accountants and labour law consultants to tidy up and align data
 - Support official documentation, such as balance sheet, returns, F24, expense claims, etc
 - Recording and reconciling data in our database management control system
- Business systems and data entry
 - Managing administration and data entry of our website and other online platforms to update course information and dates
 - Supporting the administration of digital marketing services and the processes to provide Erasmus+ funding advice and support, such as uploading and sending newsletter contents, parsing, versioning and merging lists and databases, editing our course guide based on the new contents, submitting content to social media, etc
 - Manage the administrative records of the feedback management system
 - Innovating business systems and new software solutions
- Email correspondence
 - Handling initial basic email enquiries
 - Sorting incoming emails and forwarding emails to the right person
 - Recording enquiries in our systems and managing pre-registrations and forms
- Making phone calls in English and Italian

- Calling inbound leads and outbound lists, introducing yourself and the company and asking questions to qualify leads
- Giving basic information
- Schedule appointments
- Liaising with the rest of the team to manage resource availability and special requests
- Providing basic information via email and follow up
- General business office maintenance
 - Managing utilities and subscriptions
 - Organising and managing qualified professionals (e.g. cleaning services, IT consultants, electrical repairs, repairs issues, preventative maintenance, health and safety, etc)
 - Modernizing the office environment

Current business systems:

Internet banking, Fattureincloud, Zoho CRM, Mailchimp, Wordpress

What we are looking for

- EXPERIENCE
 - At least 1-year experience with financial and business accounting for Italian small businesses (payments, invoices, basic accountancy, “operazioni estero”)
- ATTITUDE
 - Reliable and service-oriented
 - Methodical, organised and precise
- SKILLS
 - Fluent in English and Italian. **At least C1 level.**
 - Communication and customer service skills
 - Accuracy and attention to details
 - Computer skills (emails, presentation, word) and ability to learn new digital tools
- KNOWLEDGE
 - Basic knowledge of:
 - Fattureincloud or “fatturazione elettronica” in general
 - Operazioni estero
 - VAT and VAT exemption

Language requirements:

You must be fluent in English and Italian, both written and oral, face-to-face, via email and on the phone. **At least C1 level.**

Travel

No travel required although possible.

Compensation & Benefits

- Base salary: Livello 4 CCNL Scuole Laiche.
- If your position is confirmed as permanent at the end of year 1, you will join the company welfare plan.