

Job Summary

Company: Foundation Insurance Group
Industry: Insurance
Job type: Full-time/Hourly/Non-Exempt
Contact: Bob Weir

Location: Falls Church, VA
Education: Bachelors' or equivalent experience
Experience: Entry
Work Hours: Monday-Friday; 8 am – 5pm

Purpose of position

The **Office Operations Coordinator** will keep our office running smoothly and ensure our employees have the resources needed to work efficiently wherever they are located. This person has a keen customer service orientation, is a self-starter, and who looks for new and improved ways to run operations in a geographically dispersed organization.

Duties and Responsibilities

- Maintain the front desk and common areas to provide a first-class experience to all employees, guests, and clients at Foundation
- Answer telephone: Greet, listen, and forward calls appropriately.
- Daily handling of incoming and outgoing mail and packages; scan and send incoming mail to staff.
- Keep office supplies ordered, stocked, and managed to budget
- Work with vendors to manage stock for mail, supplies, and copiers
- Track and report all office related purchases
- Will need to be able to occasionally lift and carry packages of up to 25 lbs.
- Work with building management to coordinate maintenance and service requests
- Work with leadership and management on office seating plans
- Assist in planning and executing company-wide events
- Provide administrative support as needed
- Assist with catering orders and set up for meetings and events as needed
- Identify opportunities for office environmental improvements and implement programs
- Maintain kitchen as clean and orderly.
- Perform other duties as assigned

Minimum Qualifications

- Bilingual Spanish/English speaker
- Knowledge of Microsoft Suite (Outlook, Teams, Word, Excel, PowerPoint, SharePoint)
- Strong customer service skills
- High School Diploma or equivalency
- Excellent verbal and written communication skills presentation with the ability to effectively communicate at all levels.
- Ability to meet customer needs and provide exemplary service.
- Results driven with the ability to approach responsibilities proactively and with a sense of urgency.
- Ability to prioritize multiple work streams without sacrificing quality; multi-task and adapt in a fast-paced environment.
- Ability to maintain confidentiality and handle responsibilities with integrity and the highest standards of professionalism.

Our Core Values

To be successful in this position and an integral part of our team you must identify with and follow our core values:

- **Service**
- **Honesty/Integrity**
- **Relationships**
- **Professionalism / Knowledge**
- **Competitiveness**

Benefits

- Health, Dental, and Vision coverage
- Life, Short-term and Long-term Disability
- Flexible Spending Account (FSA)
- 401(K) Retirement Savings Plan
- Substantial Time-off including:
 - Generous accrual of Paid Time Off (PTO), inclusive of personal, vacation, and sick leaves
 - Eight paid Federal Holidays and Three Floating holidays
 - Your Birthday off
 - Paid Community Service
 - Summer Schedule
 - Occasional festive functions like happy hours, potluck lunches, holiday activities, company events including a summer outing and a holiday party.

About Foundation Insurance Group, Inc.

Foundation Insurance Group is an independent insurance agency located in Falls Church, Virginia and Louisville, KY writing Commercial, Personal and Life insurance business. We have been blessed with an amazing team which has allowed us to be profitable and grow at a rapid rate.

Our insurance agency consistently wins awards for production, excellence, and service. Most recently, we won the 2021 National Award for PIA's Professional Agent of the Year. We are a three-time winner of Erie's coveted Quality Agency Award, and we consistently achieve top marks for Erie's Elite. Additionally, FIG has won awards for our contribution to serving the community.

Foundation maintains a family-feel environment and a strong culture, which is very important to us. We are a growth-oriented company and recognize that our team is our true asset.

Foundation Insurance Group (FIG) Vision

To set the standard of excellence in the insurance and risk management profession by serving those we encounter with distinction using God's principles as our guide.

Foundation Insurance Group (FIG) Mission

We want to be one of the top independent brokers in the region and the largest and most profitable Erie agent to provide greater services to our customers, better opportunities for our employees, and increase our ability to give back to the communities we serve.