

La Piana Consulting

Project and Office Assistant – Job Description

About La Piana Consulting

Founded in 1998, La Piana Consulting is an independent management consulting firm serving the social sector. We work to improve nonprofit leadership and management so that these essential organizations can have the greatest positive impact on society.

The people at La Piana Consulting believe in the power of the social sector to transform lives and change the world — and the sector is under increasing pressure to innovate, scale solutions, and demonstrate impact. Working in this challenging environment, we blend a keen understanding of the social sector with rigorous analysis to help nonprofits create successful business models and turn strategy into effective action. We also help organizations collaborate to accelerate their impact, with proven methodologies that deliver results. Widely recognized as thought leaders, we bring a deep curiosity to all our work, helping our clients to stay ahead of trends and see around corners in response to the rapid pace of change.

Role of the Project and Office Assistant

The Project and Office Assistant serves on the Project Services Team, working from our administrative office in Emeryville, CA, and reporting to our Project Services Manager, who will assign projects and monitor progress. The Project Services Team provides support to our consulting staff, who work from their own home offices around the country and travel extensively. We value a culture of personal connection among our staff and host regular video calls and in-person staff meetings.

The Project and Office Assistant must possess superb communication skills and mastery of common technology tools. This individual must be engaged, diplomatic, and patient, and have the ability to multi-task, receive work from multiple colleagues and prioritize appropriately, communicate challenges in order to solve problems, and take direction as well as work independently. Successful candidates must be self-motivated and know when to seek guidance.

Responsibilities include, but may not be limited to, the areas and items described below.

Project Support

- Provide project coordination for multiple projects with a wide range of clients including supporting project managers (consultants) in creating and monitoring work plans
- Schedule, attend, and document internal project team meetings, extracting information related to project tasks, deliverables, and deadlines
- Enter project work plans into a cloud-based project management tool (ProWorkflow) and maintain work plans throughout project life cycle

- Manage and meet multiple, competing deadlines and tasks within work plans while directly communicating with project team members; and identify the impact of work plan changes to project schedules, capacity, and general project timelines
- Edit and format reports (Word documents), PowerPoint slide decks, and Excel spreadsheets for clients
- Assist with graphic design and layout for presentations and reports
- Participate in occasional in-person client meetings to provide notetaking and support, as requested; some travel may be required for attendance at client meetings

Scheduling and Logistics Management

- Provide heavy scheduling assistance for staff and clients across multiple consulting projects and varied project teams
- Schedule and plan logistics for project interviews, focus groups, and other meetings with clients and staff, using Outlook, Skype, Zoom, or other conference and/or video calling services
- Assist in coordinating and making travel plans and reservations for a distributed workforce of consultants
- Manage firm-wide meeting and events calendar

Administration / Office Management

- Provide support and take notes during in-office and phone meetings with staff, management team, clients, and other guests; prepare materials and order meals as requested
- Answer the office phone, providing excellent customer service to callers; take messages, including project intakes from potential clients, and route calls accordingly
- Assist in processing and recording accounts payable and receivable, in coordination with contracted bookkeeper and Project Services Manager; make bank deposits several times per week
- Oversee general maintenance and upkeep of the office, in coordination with Project Services Manager
- Make daily trips to the post office and conduct other out-of-office errands as needed for purchase of supplies, etc.
- Provide technical support for laptops and common applications during meetings where attendees join remotely, as well as providing occasional troubleshooting for consultants as needed
- Assist with setting up new laptops and performing maintenance of laptops during in-office meetings, including software updates, driver installation, and template replacement

Data Entry and Database Management

- Enter organizational, contact, and project data into Salesforce (CRM) for new project intakes received via phone or email
- Enter, monitor, and update Salesforce data including marketing campaigns, web leads, bounced emails, etc.
- Create and monitor folders in Box (cloud-based shared document system) for sharing and archiving project files and firm documents
- Input, update, and adjust project information within project management tools, including ProWorkflow

Required Qualifications

- Bachelor's Degree
- 2–4 years' professional experience, preferably working as an administrative, executive, or project assistant or coordinator in a fast-paced environment
- Excellent written and oral communications skills; ability to communicate effectively to both technical and non-technical audiences
- Capacity to handle multiple tasks and manage work flow for oneself and others
- Valued characteristics: detail oriented; flexible and able to change priorities quickly; able to act independently as well as with direction; friendly, outgoing, and helpful
- Software skills *required*: power user of MS Windows and MS Office (Outlook, Word, Excel, PowerPoint)
- Software skills *desired*: customer relationship management (CRM) systems (Salesforce); cloud-based file storage systems (Box); project management tools (ProWorkflow); advanced online survey tools (Qualtrics)
- Interest in consistently learning new tools and technologies, and applying those concepts to the needs of colleagues
- Ability to work as part of a geographically-dispersed team

To Apply

To be considered for the Project and Office Assistant position, please send your resume and cover letter to projectservices@lapiana.org. No phone call inquiries will be accepted.