



Example of Office Services Specialist Job Description

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Our company is looking for an office services specialist. If you are looking for an exciting place to work, please take a look at the list of qualifications below.

Responsibilities for office services specialist

- Serves as the subject matter expert for Agilquest/OnBoard, Spaces Application, Navigator, Service Desk, RETS and AV equipment operation
- Develops an online newsletter or communication tool to update customers on changes, special events
- Please note this role does not directly supervise administrative staff
- Generate site list of appropriate investigators according to the needs of the sponsor and specifications of the protocol
- Coordinate collection and analysis of country / regional Feasibility / Site Identification information to meet timelines of proposal process and independent feasibility assessments
- Distribute, track, negotiate and review the Confidential Disclosure Agreements (CDAs) for Feasibility / Site Identification with assistance from Management / Legal department as appropriate
- Distribute, track and review Site Questionnaire Forms for Feasibility / Site Identification for completeness, site capability and suitability of investigators
- Manage the investigator database entry and quality, ensuring complete investigator and site information is collected, and monitor for duplicate entries
- Maintain and update company information repositories and databases As needed you may support in activities to attract more studies to Netherlands to ensure a healthy pipeline of new incoming projects
- Set up directional signage and message boards for events and meetings and assist departments in setting up offices and meeting room space

- Management of Client query process against Service Level Agreements
- Establish/Develop Internal processes and controls to ensure all Client deliverable Service Level Agreements are met
- Manage Internal Hubs to achieve 100% timeliness and accuracy
- Management of Ad-hoc project work as directed
- 5 years of experience handling telephones and customers in a very busy, complex office setting - or an equivalent combination of training and experience
- Ability to work in a stressful environment and to put people at ease