

# Operations & Logistics Coordinator

Job ID  
REQ-10022215  
Sep 13, 2024  
Mexico

## Summary

The Ops & Logistics Coordinator will be responsible for a variety of operational duties, as well as serving as a local contact for various tasks specific to the Mexico site. The ideal candidate is highly organized, detail-oriented, personable, and possesses excellent communication and problem-solving skills.

## About the Role

### Key Responsibilities:

#### Local Contact for Mexico Site:

- Organize internal and external meetings, working closely with local and US resources.
- Coordinate training and conference room reservations, including arranging catering to support training sessions.
- Assist with the coordination of visitors, managing transportation, badges, conference rooms, and meeting schedules.
- Foster employee engagement in collaboration with AD Employee Engagement in the US, supporting initiatives to promote a positive work environment.
- Assist in the onboarding process for new hires, coordinating communications, IT training, system access, training schedules, setting up training locations and coordinating simulations and certifications of new hires in training across various PSC locations.
- Support the off-boarding process, ensuring proper communication and equipment retrieval from departing employees.
- Serve as the local contact with the GBS team for various PSC related projects that span across multiple PSC locations.
- Provide support to the local Mexico trainer, as well as US (and other PSC locations) trainers when needed.
- Support the Director of Mexico PSC with various administrative tasks to ensure smooth operations.
- Create and maintain a Mexico Teams folder, containing operational and logistical information for easy access.
- Perform general clerical duties, including mail distribution, package tracking, and troubleshooting missed deliveries.

**What you will bring to this role:**

- Two (2) years work experience with office administrative work
- Bachelor's Degree
- Experience working with contact centers and/or central support operations.
- Strong interpersonal, communication, influencing and analytical skills.
- Ability to manage multiple projects and consistently meet deadlines.

**Qualifications and Skills:**

- Excellent prioritization and follow-up skills, with the ability to proactively find solutions and anticipate the needs of managers.
- Strong attention to detail and organizational skills to effectively manage multiple tasks and deadlines.
- Exceptional interpersonal and communication skills to interact with diverse personality types and resolve conflicts.
- Proficiency in SAP for purchase order creation (a plus).
- Good problem-solving abilities and ability to work independently or as part of a team.
- Capable of operating standard computer software/systems with intermediate to advanced competencies in Excel and Power Point
- Fluency in both Spanish and English (written and verbal) to effectively communicate with stakeholders in the Mexico and US sites.

In summary, the office coordinator will play a crucial role in providing administrative support and coordinating office operations and logistics for a multi-site company. With a primary focus on supporting the Mexico site, the coordinator will handle a wide range of tasks, including administrative duties, event planning, employee engagement, and serving as a local contact for various activities. This individual will also partner with the US Operations and Logistics team to support various PSC training initiatives across multiple PSC site locations. The role requires strong organizational skills, attention to detail, and the ability to effectively communicate and collaborate with different stakeholders.

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