HIRING: EXECUTIVE ASSISTANT

About Us

Most small businesses lack the time and expertise to build marketing that gets results. At Mountaintop Web Design, we craft digital marketing solutions so our clients can get more leads that turn into customers.

We founded Mountaintop Web Design because we were tired of seeing people wasting money on bad marketing. We do digital marketing the right way by providing top tier marketing services combined with amazing customer service, integrity, and an emphasis on bringing our clients a return on their investment. We focus on delivering solutions that produce tangible results for our clients.

We are looking for someone to help us grow proactively and be core part of the team long term. Our CEO needs to work in their core roles and needs support protecting their time. This will require you to assume responsibility for day-to-day and ad hoc administrative and support tasks.

Do you thrive in a fast paced & collaborative environment, love wearing multiple hats, and want to be on the ground floor of a growing company? If so, keep reading.

About the Role

- **Manage CEO Inbox:** responding to emails, sending follow up emails, highlighting priorities to the CEO
- **Manage CEO Calendar:** booking appointments, reaching out to potential clients, setting up meetings
- **Manage Contacts:** maintain and keep databases and contact lists up to date in CRM
- **Assist & Support CEO:** supporting the CEO in daily and weekly activities to alleviate capacity
- **Improve Social Media:** engaging on social media, scheduling posts, creating quick graphics or posts
- **Ensure Client Support & Happiness:** providing an excellent experience with quick actions and responsiveness
- **Administrative Support:** Prioritize additional workload based on requirements and deadlines
- **Other Duties as Assigned:** This role will have the opportunity to wear many hats and learn many skills
- **Communication:** Outlook, Slack, Zoom, Loom, & GoHighLevel
- **Project Management:** Click Up & Google Drive

Expected Outcomes
- **Within 30 Days**
  - Fully understand daily operations
  - Become familiar with clients and typical requests
  - Become familiar with CEO strategy & vision
  - Grow to independently process, delegate, and/or handle client requests to resolution
  - Assess future opportunities based on existing clients and product offerings
- **Within 45 Days**
  - Showcase improvements with customer satisfaction and email management
  - Improve the efficiency of client requests
  - Implement & Action CEO support, remove workload from CEO

- o Understand all products and services specific to our client base
- o As needed, be able to work comfortably on basic tasks independently
- **Within 60 Days**
  - o Provide input and assist with internal marketing projects
  - o Be able to translate client requests between client and internal teams
  - o Successfully actioning & Implementing strategies & workflows to remove workload from CEO

Must Have

- Embodiment of our core values (see below)
- 2+ years of experience as a VA or EA
- 1+ years of experience working in ClickUp
- 1+ years of digital marketing experience
- Excellent communication skills – written and oral (will be directly communicating with Clients)
- Track record of dependability and accountability (will be CEO's right hand)
- Demonstrated ability to learn quickly

Nice to Have

- Website design, branding, Content Writing, Marketing, and/or Graphic design experience
- SEO experience/Google Analytics experience
- Team Management Experience

Our Core Values

- Integrity
- Excellence
- Customer Centered
- ROI for clients

Schedule

- Monday-Friday
- Regular working hours MST/EST (Ideally 8-5 MST)
- Full time (no agencies)
- Fully Remote

Applications

To apply, please fill out our application here: https://mountaintopwebdesign.com/careers/application/