1. Assisted operations manager with planning of routine operations and special projects.
2. Built and maintained relationships with affluent club members and guests.
3. Gathered, organized and modeled data to assist management in making key decisions.
4. Utilized [Software] regularly to complete job tasks, developing advanced proficiency.
5. Managed and maintained file system covering expenses, reports and support documentation.
6. Maintained daily reports and advised executive leaders in decision-making processes.
7. Answered telephone calls to field inquiries from clients, vendors and various other callers seeking information.
8. Prepared and proofread reports detailing operations activities.
9. Surpassed team goals by partnering with [Job title] and [Job title] to implement best practices and protocols.
10. Assisted with day-to-day operations of facility, including scheduling and customer service.
11. Completed forms, reports, logs and records to quickly handle all documentation for human resources.
12. Answered, responded to and transferred over [Number] daily phone calls on multi-line phone system.
13. Identified and recommended changes to existing processes to improve accuracy, efficiency and quality service.
14. Drafted professional memos, letters and marketing copy to support business objectives and growth.
15. Performed accounts receivable duties, including invoicing, researching charge backs, discrepancies and reconciliations.
16. Continually sought methods for improving daily operations, communications with clients, recordkeeping and data entry for increased efficiency.
17. Maximized clerical staff productivity by reorganizing training program and effectively supervising [Number] employees.
18. Answered and quickly redirected up to [Number] calls per [Timeframe].
19. Increased office participation in special events by creating [Timeframe] newsletter with detailed calendars and other office updates.
20. Found new sources for office supplies and closely monitored inventory use to cut costs by $[Amount].