

Job Description

People & Office Operations Manager

ABOUT US

QUESTIA GROUP is an independent Romanian business founded more than 7 years ago, that develops online survey software from scratch, rooted in innovative technology and extensive research knowledge. We have run large-scale projects in over 20 countries on 5 continents and our plans for the next years regard refining existing products and launching new ones.

We are looking for a dedicated and energetic People & Office Operations Manager to assist our company with HR and administrative-related tasks.

ROLE PURPOSE

As an People & Office Operations Manager you will act as a permanent liaison between the employees and the organization's management. You will be responsible to organize, manage and constantly improve the office activity & processes, and make sure that all the employees and departments are working effectively. The role requires the suitable candidate to possess significant leadership and management experience.

PROFILE

If you are a person who easily connects with people, has a detail-oriented mindset and you demonstrate excellent administrative and organizational skills, we'd like to meet you.

- Proven experience as a Human Resources Manager, Office Manager or similar field;
- Exceptional communication skills, writing skills, interpersonal skills, and ethical mindset;
- Strong organizational and planning skills;
- Initiative, determination, curiosity, assertiveness, empathy, attention to detail and problem solving skills;
- Ability to develop and manage interpersonal relationships at all levels of the company;
- Adept to problem-solving and conflict resolution;
- A creative mind with an ability to suggest improvements;
- Trustworthy, can easily assess the information sensitivity and act accordingly;
- Great team player with confidence, creativity and drive;
- Proficiency in Microsoft Office package (Word, Excel, PowerPoint);
- Full professional proficiency in Romanian and English.

RESPONSIBILITIES

HR Management

- Manage the staffing process, including recruiting, interviewing, hiring, onboarding, and offboarding;
- In charge of internal communication: deliver organization-level messages, both administrative and on behalf of the management team;
- Shape employee experience: actively contribute to setting the framework for delivering positive experiences to employees (monitor and work with management team to implement strategies);
- Manage employer branding channels;
- In charge of employee relations by addressing demands, suggestions or other issues;
- Maintain benefits program updated;
- Ensure performance evaluations are timely;
- Participate in administrative staff meetings;
- Nurture a positive working environment;
- Maintain employee files and records in electronic and paper form;
- Handle confidential matters with discretion.

Office Management

- Keep the office running smoothly: organize office operations, maintain the office condition and arrange necessary repairs, purchase office supplies and equipment and maintain proper stock levels, manage correspondence;
- Represent the interests of the organization in relation with external stakeholders: various vendors, service providers and other business partners – e.g. office supplies, Legal, Accounting, banks etc.;
- Organize hardcopy and electronic documents, manage contracts and invoices;
- Organize & update company procedures;
- Produce & update reports, presentations, correspondence, and draft new contracts;
- Plan and organize meetings and internal events;
- Suggest improvements for the existing processes;
- Offer support to team members on a variety of activities (research, communication, social media, Accounting, Legal).

OUR OFFER

Joining QUESTIA GROUP means being part of a highly passionate and dedicated team. You will be working in an informal, fast-paced and international culture where chances for personal development and learning opportunities are ample. We strive to be an open and transparent company in which everyone is invited to participate. Fun is definitely part of our culture. On top of this, we offer a competitive compensation package.

OUR BENEFITS

- A minimum of 23 paid vacation days;
- 1 extra paid leave day for each full year in the team;
- Regina Maria medical subscription for each team member +1 extra family member;
- Hybrid work;
- Full availability to support professional development (e.g. courses, programs, other resources);
- Our office is located in the very center of Bucharest, Victoriei Square, facing Kiseleff Park;
- Regular informal get-togethers, annual teambuilding & more.

Let's meet! Send us your CV at office@questiagroup.com.