

**Job Title: Executive Assistant to Owner/Sales Leader**

**Location:** Technical Systems Group Inc., Rochester, NY

**Department:** Sales & Administration

**Reports to:** Owner/Sales Manager

**Job Type:** Full-time

**Position Summary:**

We are seeking a proactive, highly organized Executive Assistant to support the Owner/Sales Leader of a fast-paced, growing physical security integration firm. This leader oversees many key areas of the business including sales, business operations, marketing, IT, financial oversight, and strategic planning. The right candidate will act as a force multiplier—keeping priorities moving, communications flowing, and ensuring that nothing falls through the cracks.

**Key Responsibilities:**

**Executive Support:**

- Manage and organize the Owner's email inbox, prioritize messages, flag urgent matters, and draft responses as needed.
- Manage a dynamic calendar, including scheduling internal/external meetings, travel arrangements, and strategic blocks of focused time.
- Track deadlines, commitments, and delegated tasks to ensure timely follow-up and accountability.

**Operational & Sales Support:**

- Monitor and manage inbound customer requests and sales opportunities, routing them promptly to the correct team member or system.
- Assist with preparing quotes, proposals, and presentations; follow up with clients and internal stakeholders to ensure deliverables are met.
- Enter and update opportunities and client data in the CRM; ensure accurate tracking of deal stages and activity.
- Monitor internal tasks assigned to team members; gently follow up to keep progress moving.

**Communication & Coordination:**

- Act as a liaison between the Owner and the broader team—helping to clarify, document, and track delegation of responsibilities.

- Coordinate internal communications and ensure alignment between departments on initiatives or deadlines.
- Help facilitate leadership team meetings: agenda prep, note-taking, task tracking, and follow-through.

### **Marketing & IT Support:**

- Assist with light marketing tasks such as updating the website, scheduling social posts, or coordinating campaigns with vendors.
- Support basic IT coordination needs like onboarding/offboarding users, liaising with vendors for service tickets, and managing shared drives or tools.

### **Qualifications:**

- 3+ years in a fast-paced administrative or executive support role, preferably in a small business or startup environment.
- Strong organizational and time management skills; ability to manage competing priorities without dropping the ball.
- Excellent written and verbal communication skills.
- Comfortable with modern tools such as CRM systems (e.g., HubSpot, Salesforce), Microsoft 365/Outlook, Teams/Slack, and project/task management tools (e.g., Asana, Trello).
- Professional, discrete, and able to handle sensitive business information.
- Bonus: Experience in the physical security, construction, or technology integration industry.

### **Ideal Candidate Traits:**

- A proactive problem-solver who takes initiative without needing to be told twice.
- Naturally organized and detail-oriented—thrives on helping others stay on track.
- Able to work independently while knowing when to ask questions or escalate.
- Enjoys supporting a mission-driven leader and helping a company grow.

### **Compensation & Benefits:**

- Competitive salary commensurate with experience.
- Health, dental, and vision insurance.
- PTO and paid holidays.
- Opportunity for growth into operations, sales coordination, or project management.