

Position: Business Operations Support

Role Summary

This position supports key administrative, financial, and operational functions within the business, including accounts payable, pricing support, gas station rebate and quality assurance tracking, phone support, and participation in the on-call rotation. The ideal candidate is detail-oriented, comfortable working with numbers, proficient in Microsoft Office and O365 tools, and able to communicate professionally with customers, vendors, and internal team members.

Accounts Payable

- Process vendor invoices accurately and in a timely manner.
- Research and resolve invoice discrepancies.
- Maintain organized records for payments, vendor accounts, and audit support.
- Communicate with vendors and internal team members regarding billing questions.

Pricing Support

- Assist with reviewing, updating, and maintaining product pricing.
- Work with pricing data, customer records, margins, and market information.
- Support pricing accuracy across internal systems and customer accounts.
- Help identify pricing errors, inconsistencies, or opportunities for improvement.
- Prepare reports or summaries to support pricing decisions.

Gas Station Rebate / Quality Assurance

- Track and manage gas station rebate programs and related documentation.
- Monitor secret shopper results and follow up on required corrections.
- Help ensure gas stations meet brand, image, service, and compliance standards.
- Coordinate with store teams, vendors, or field staff to resolve quality assurance issues.

- Maintain organized records of inspections, rebate requirements, and program deadlines.

On-Call Rotation

- Participate in an on-call rotation to support after-hours business needs.
- Respond professionally and promptly to urgent calls or service issues.
- Document calls, actions taken, and follow-up needs.
- Coordinate with drivers, service staff, customers, or management as needed.

Phone Answering / Office Support

- Answer incoming phone calls in a professional and helpful manner.
- Direct calls to the appropriate department or team member.
- Assist customers, vendors, and internal staff with general questions.
- Take accurate messages and ensure timely follow-up.
- Support general office administration and daily business operations.

Desired Skills and Qualifications

- Detail-oriented with strong accuracy and follow-through.
- Comfortable working with numbers, invoices, pricing, and financial information.
- Proficient with Microsoft Office Suite, especially Excel.
- Familiar with Microsoft 365 / O365 tools such as Outlook, Teams, SharePoint, and OneDrive.
- Comfortable learning and using general business office technology.
- Strong organizational and time-management skills.
- Good communication skills, both written and verbal.
- Able to manage multiple priorities and deadlines.
- Dependable, professional, and willing to support a variety of office functions.
- Problem-solving mindset with the ability to research and resolve issues.