

Office & Operations Coordinator

Administrative Support | Customer Intake | Inventory Management | Marketing

Part-Time | 20-25 Hours Per Week

Flexible Schedule

On – site at West Houston Office

Join the Cultris Security Team

Cultris Security is seeking a highly organized and detail-oriented Office & Operations Coordinator to support our growing security systems business.

This position combines administrative support, customer service, inventory management, marketing coordination, and office operations. The ideal candidate enjoys working in a fast-paced environment, managing multiple priorities, and helping keep projects and operations running smoothly.

This role offers the opportunity to work closely with sales, project management, technicians, vendors, and customers while learning the security industry and contributing to the continued growth of the company.

Position Summary

The Office & Operations Coordinator provides administrative and operational support across multiple areas of the business, including customer intake, inventory management, scheduling support, marketing initiatives, document creation, electronic records management, and accounting assistance.

This position is based in our West Houston office and typically requires 20-25 hours per week, with flexibility in scheduling. Additional hours and responsibilities may become available overtime for candidates interested in expanding their role.

Compensation & Benefits

- Flexible schedule
- Opportunity for growth within the company
- Hands-on experience with business operations, marketing, customer service, and technology
- Training opportunities on business systems and processes

Minimum Qualifications

- 5 years of experience in an administrative, office coordinator, marketing assistant, customer service, or similar role
- Excellent Microsoft Office skills
- Strong organizational and time-management skills
- Ability to manage multiple projects and priorities simultaneously
- Comfortable working under deadlines
- Strong written and verbal communication skills
- Excellent customer service skills
- Strong attention to detail
- Ability to learn and adapt to new software platforms and technology tools

Responsibilities

Customer Service & Administrative Support

- Serve as the first point of contact for new customers and prospects
- Manage customer intake and gather information for new accounts
- Answer phones and direct calls appropriately
- Communicate with customers regarding scheduling, account maintenance, and general inquiries
- Assist with scheduling service calls and installations
- Complete customer contracts, forms, and account setup documentation
- Update customer information within company software systems and CRM platforms

Inventory & Operations

- Check in incoming parts and equipment shipments
- Stage materials and equipment for upcoming installation and service jobs
- Manage inventory levels and maintain accurate inventory records
- Coordinate ordering of parts and supplies as needed
- Create job folders and project documentation for Project Managers and Technicians

- Assist with licensing, permitting, and vendor coordination when required

Accounting & Documentation

- Enter vendor invoices and expenses into QuickBooks
- Create customer proposals, documents, contracts, and supporting paperwork
- Maintain organized electronic filing systems and company records
- Manage digital documents through Dropbox and other company platforms
- Ensure customer and project records are accurate and up to date

Marketing & Content Management

- Assist with marketing campaigns and promotional activities
- Create and manage content for company marketing efforts
- Research and assist with blog articles, social media content, and promotional materials
- Utilize AI tools to support content creation, organization, and content management initiatives
- Support company branding and customer engagement efforts

Video & Records Management

- Review and save customer-related video footage as requested
- Organize and maintain video files and support documentation
- Manage electronic records and digital file storage systems

General Office Responsibilities

- Handle filing, mail, and office organization
- Order office supplies as needed
- Support daily office operations
- Perform additional duties and special projects assigned

Preferred Qualifications

- Experience with QuickBooks
- Experience with CRM systems

- Experience with inventory management
- Experience with Dropbox or electronic document management systems
- Marketing, content creation, or social media experience
- Familiarity with AI productivity and content creation tools

Schedule

- Part-Time
- 20-25 Hours Per Week
- Flexible Schedule
- West Houston Office
- On-site

Ideal Candidate

This position is ideal for someone who enjoys organization, problem-solving, customer interaction, and supports multiple areas of a growing business. Success in this role requires attention to detail, strong communication skills, adaptability, and the ability to keep projects and information organized.