



Onboarding and Performance Manager

Mission: To ensure smooth onboarding of newly hired rhinos, guide them through the transition period, monitor their adherence to standard operating procedures (SOPs), evaluate their performance, facilitate effective communication with clients to ensure satisfaction, handle administrative tasks related to attendance, timekeeping, PTO approvals, and client or VA requests, maintain updated masterlists containing all rhinos' information, schedules, and client details, and provide approvals for regularization and additional client acquisition.

Responsibilities

1. Onboarding:
 - Coordinate the onboarding process for newly hired rhinos.
 - Introduce them to company SOPs and guidelines.
 - Guide them through a 2-week transition period to help them acclimate to their roles.
2. SOP Compliance:
 - Monitor rhinos' adherence to SOPs during their transition period and beyond.
 - Provide guidance and clarification on SOPs as needed.
3. Performance Management:
 - Regularly assess rhinos' performance and provide feedback.
 - Identify areas for improvement and offer support or additional training where necessary.
4. Client Interaction:
 - Meet with clients to check in and gather feedback on rhinos' performance.
 - Discuss client feedback with rhinos and provide guidance for improvement.
5. Communication Oversight:
 - Review rhinos' communications with clients to ensure clarity and understanding of instructions.
 - Provide feedback and guidance on communication practices to enhance client satisfaction.
6. Administrative Tasks:
 - Handle attendance checking and clock-in monitoring for rhinos.
 - Approve PTO requests and manage leave schedules.
 - Address client or VA requests in a timely manner, ensuring effective resolution and client satisfaction.
 - Update masterlists containing rhinos' information, schedules, and client details to ensure accuracy and accessibility for all admins.
 - Provide approvals for regularization of rhinos based on performance evaluations.
 - Approve additional client acquisition requests to expand the company's client base.

Expectations

- 1) Efficient Onboarding Process:
 - Ensure newly hired rhinos are onboarded smoothly and efficiently.
 - Guide them through the transition period to become fully integrated team members.
- 2) Adherence to SOPs:
 - Monitor rhinos' compliance with SOPs and ensure consistent application in their work.
- 3) Performance Management:
 - Work with rhinos to address any performance issues and support their growth and development.
- 4) Client Satisfaction:
 - Maintain strong relationships with clients and ensure their needs are met through effective communication and service delivery.
 - Try to respond to client concerns within 2 hours
- 5) Administrative Efficiency:
 - Handle administrative tasks promptly and accurately to maintain operational efficiency and support team effectiveness.
 - Update masterlists regularly to ensure all information is up-to-date and accessible.
 - Provide timely approvals for regularization and additional client acquisition requests.

Goal

- 1) Successful Integration and Performance:
 - Facilitate the successful integration of newly hired rhinos into the team and ensure their ongoing performance meets company standards.
- 2) Client Satisfaction and Retention:
 - Enhance client satisfaction by ensuring rhinos deliver high-quality service and meet client expectations effectively.
- 3) Administrative Excellence:
 - Manage administrative tasks effectively to support team operations and ensure smooth workflow.
 - Maintain accurate and updated masterlists to facilitate efficient management of rhinos' schedules, information and client relationships.
 - Provide timely approvals to support team growth and expansion.