

## Day in the Life Narrative of a Operations Assistant at Computer Corner

Hey there!

Thanks for checking out the **Operations Assistant** role at Computer Corner. We know job descriptions can sometimes feel like reading stereo instructions, so we're here to give you the real scoop on what this role is all about.

### Your Mission (Should You Choose to Accept It...)

As an Operations Assistant, you are the behind-the-scenes superhero making sure our tech world keeps spinning smoothly. You'll juggle purchase orders, reconcile billing data, track RMAs, and help keep our service schedule on point. Your days are all about precision, teamwork, and keeping everything running like a well-oiled machine.

This job is full-time, on-site in sunny Albuquerque (near Jefferson & I-25), and reports to our Operations & Purchasing Manager. There's no remote work here—but trust us, our office vibes make the commute worth it.

We have **3 Core Values** that help our ROCK STAR team members separate us from the competition:

- **Team Focused:** Our team is quick to jump in and help others, excited to solve problems together, determined to meet company goals, and always ready to laugh and celebrate a job well done.
- **Heart of a Teacher:** Our motto is *teach and be teachable*, which requires us to be kind and patient in all situations.
- **Extreme Ownership:** We seek excellence in ordinary tasks, own mistakes and apply learnings, and above all else: *we do the right thing*.

## A Typical Day Might Look Like This

	MONDAY	TUESDAY	WEDNESDAY	THURSDAY	FRIDAY
8:00 AM	Gear Up for the Day	ALL-STAFF Meeting	Gear Up for the Day	Gear Up for the Day	Gear Up for the Day
8:30 AM					
9:00 AM	Service Calls Support	Service Calls Support	Service Calls Support	Service Calls Support	Service Calls Support
9:30 AM					
10:00 AM	Ticket Backlog & Entry	Ticket Backlog & Entry	Ticket Backlog & Entry	Ticket Backlog & Entry	Ticket Backlog & Entry
10:30 AM					
11:00 AM	Enter Purchase Orders	Enter Purchase Orders	Enter Purchase Orders	Enter Purchase Orders	Enter Purchase Orders
11:30 AM					
12:00 PM	LUNCH!	LUNCH!	LUNCH!	LUNCH!	LUNCH!
12:30 PM					
1:00 PM	Receive Inventory & Enter Data	Receive Inventory & Enter Data	Receive Inventory & Enter Data	Receive Inventory & Enter Data	Weekly Inventory Audit
1:30 PM					
2:00 PM	Service Ticket QA	Service Ticket QA	Service Ticket QA	Service Ticket QA	Weekly QA Blitz (Tickets, Invoices, Billing, RMAs)
2:30 PM					
3:00 PM	RMA Time	Vendor Follow-Ups (PO Status, Credits, etc.)	Billing Reconciliation	Complete Billing Reconciliation	
3:30 PM					
4:00 PM	Admin Wrap-Up	Admin Wrap-Up	Admin Wrap-Up	Admin Wrap-Up	Admin Wrap-Up
4:30 PM					
5:00 PM	Log Off & Go Home!	Log Off & Go Home!	Log Off & Go Home!	Log Off & Go Home!	Log Off & Go Home!

## The Heart of the Role

To crush it in this position, you need to be:

- Detail-obsessed and organized
- A low-key spreadsheet wizard
- Comfortable juggling multiple systems (OrderTime, ConnectWise, Excel, etc.)
- A natural communicator—friendly, clear, and responsive
- Energized by solving problems and making things better

## OUR SIX MONTHS OF INITIAL TRAINING IS HIGHLY VALUABLE

(Seriously, it's like a power-up montage—but with spreadsheets)

We've built a solid, six-month onboarding journey to help you go from "newbie" to "operations wizard" with confidence. This training period is supported through an On-the-Job Training (OJT) contract via **WIOA (NM Workforce Connections)**—

which means you're not only learning on the job, but you're also getting career-boosting support backed by the state.

Here's what your training adventure will include:

- **Shadow Like a Pro** – You'll kick things off by shadowing our Operations & Purchasing Manager, learning the ropes directly from the source.
- **Vendor Education & Introduction** – Get certified and confident with vendor-led courses like Pax8 Dispatch and Operations Management Training. We'll also introduce you to the folks we buy from and how we work with them.
- **ConnectWise PSA Deep Dive** – You'll learn to navigate our PSA system like a champ—tickets, billing, and workflows included.
- **OrderTime Mastery** – Understand how we manage inventory, process orders, and keep our warehouse humming.
- **Data Entry & Analysis Training** – Whether you're entering purchase orders or reconciling billing reports, you'll get support to make your work fast, accurate, and insightful.
- **Best Practices Bootcamp** – From communication tips to our tried-and-true documentation habits, we'll pass on all the tricks that keep things running smoothly at Computer Corner.

We take training seriously, and we invest in your success from day one. You won't be thrown into the deep end—you'll be guided, supported, and celebrated as you learn. And by the end of it, you'll be ready to tackle day-to-day like a total pro.

## ***Stay Flexible, Stay Awesome: How to Thrive in This Role***

Not every day goes exactly according to plan—and that's okay! One of the biggest keys to success as a Data Driven Operations Support Ninja is your ability to stay calm when things shift (because they will) and adjust your game plan like a pro.

You might start the morning laser-focused on entering purchase orders, only to have a surprise shipment arrive early, a billing discrepancy pop up, or a client call in with an urgent service request. When those moments hit, your superpower will be prioritizing what needs to happen *now*, what can wait, and how to communicate clearly with your team to keep things moving.

Thanks to our six-month training journey, including vendor courses, data support, and hands-on shadowing—you won't be thrown to the wolves. You'll have the confidence, tools, and know-how to pivot smoothly, find a solution, and handle curveballs without losing your cool.

Whether you're reconciling billing reports before the month-end or tracking down a missing part from a delivery, you'll bring order to chaos and keep the operational engine running strong.

So, if you're the type who loves organizing moving parts, stays steady under pressure, and thrives in a role where every day is a little different—you're going to fit in just fine.

**Quick Note:** This "Day in the Life" isn't all-inclusive—it's more like a highlight reel. There's plenty more that happens behind the scenes, and no two days are exactly alike. But this should give you a solid feel for what to expect as you step into the Operations Assistant role and grow with our team.

***Brian Fletcher***

***The least boring IT expert you'll ever meet!***