

Welcome Aboard – Operations & Admin Assistant (Onboarding & Kick Off)



Welcome Zeineb!

We're excited to have you join as the **Operations & Admin Assistant** for Scalini Academy. This document will walk you through your role, responsibilities, and how we'll work together.



Your Role in One Sentence

You'll be the **backend support system** of Scalini Academy & Agency — making sure payments & invoices , enrollments, and operations run smoothly so every student , Client or Partner enjoys a seamless experience and to reduce workload for Bechir



Key Responsibilities

Your mission is to support the **student journey after enrollment** and keep all operations organized:

1. **Payment & Checkout Support**
 - Monitor payments (bank transfer, COD, failed checkouts).
 - Update the Student Tracker with confirmed payments.
 - Notify Bechir/Appointment Setter if a payment is missing or delayed.
 - Create Invoices and Add Them to The drive
2. **Enrollment Process**
 - Manually enroll students in Teachable using their email.
 - Send welcome message with access instructions (template provided).
3. **Post-Enrollment Support**
 - Answer student questions using prepared SOPs & FAQs (technical/admin only).
 - Escalate complex requests to Bechir if needed.
 - Check activity (suspicious logins, inactive accounts) following an SOPs
4. **Community & Course Updates**
 - Post reminders, updates, and announcements in the community.
 - Support live session logistics (Meet links, reminders, note-taking).
5. **Internal Reporting**
 - Keep Student Tracker updated daily.

- Deliver weekly Ops Report: new enrollments, Revenue , Profit & Expenses , payments, refunds, issues.
 - 6. **Freelancer & Partner Payments**
 - When assigned by Bechir, process bank transfers or payments to freelancers, partners, or collaborators.
 - Keep a log of each transfer (date, amount, reason).
 - Share confirmation once completed.
 - 1. **Creator Database Management**
 - Find 15-20 UGC Creators Weekly That Alignes With The Brands Bechir is managing and Add them to The UGC Database with their Info
 - 1. **Post Bechir Shorts on Instagram & TikTok**
 - Bechir Share With You The Content Planning and You Post Them On Time On TikTok & Instagram
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Tools You'll Use

- **Notion** → Student Tracker, SOPs, reports.
 - **Teachable** → Manual enrollment & course updates.
 - **WhatsApp** → Only for post-enrollment support (not sales/prospects).
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What You'll Receive to Start

- Student Tracker (CRM-style) in Notion.
 - All updated SOPs
 - Loom videos for each task (step-by-step guidance).
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Final Words

Your role is critical to Scalini Academy. While the Appointment Setter handles sales and prospect communication, **you are the engine that keeps students onboarded, supported, and happy.** By keeping operations smooth, you free up Bechir to focus on growth and strategy — making you an essential part of the Academy's success.

Let's make it happen 🚀