

TERRAIN PHARMACEUTICALS · JOB DESCRIPTION

Company Administrator

Owens the work that sits between and outside Terrain's other roles, from shared systems and training to quality records and mailing logistics, so that a small virtual team can stay focused on its own work.

Title	Company Administrator
Reports To	Brandon Smith, VP of Sales
Department	Administration (company-wide)
Employment Type	Full-time or part-time; Non-exempt
Location	Virtual (U.S.-based), or hybrid in Reno, Nevada

ABOUT TERRAIN

Company Overview

Terrain Pharmaceuticals is a specialty non-opioid pharmaceutical manufacturer based in Reno, Nevada. Founded in 2012, Terrain develops purpose-formulated transdermal patches, gels, ointments, creams, and tablets for pain management in workers' compensation, injury recovery, and return-to-work settings, serving prescribers, pharmacies, and wholesale partners through the specialty channel.

THE ROLE

Position Summary

The Company Administrator works across every department at Terrain rather than inside one. Terrain runs as a small virtual team, and a meaningful share of the work that keeps it running sits between roles or outside any role: keeping project boards current, maintaining the training library, showing a new hire how to use the software, entering quality records, and handling mailing, shipping, and sample logistics. This role owns that work so that it gets done consistently instead of falling to whoever has a spare hour.

The mix of work changes over time. Quality documentation support is a substantial share of the role at the start and is expected to taper to a minor part as Terrain's quality system matures, with systems and training work growing to fill that space. The position can be structured as full-time or part-time.

Areas of Responsibility

The role spans the areas below. None of them is the primary duty; time across them shifts with the needs of the business.

Systems and Workflow Upkeep

- Maintain the company's Monday.com boards so that open items, owners, and due dates reflect actual status.
- Capture action items from recorded meetings and update the boards, reviewing AI-suggested updates as a checklist and confirming an item is complete before closing it.
- Act as a second set of eyes on critical, time-sensitive operational items, such as reorder windows tied to material expiry, backing up the owner so that deadlines do not slip.
- Track software subscriptions, user seats, renewal dates, and administrator ownership so that no account is left without an owner when someone leaves or changes roles.
- Serve as the first stop for "how do I" questions about Terrain's software, routing access and permission requests to the system owner.
- Help maintain the AI tools the team uses daily and the reference content behind them.
- Contact software and tool vendors when a critical system breaks or needs maintenance, and follow up until the issue is resolved.

Training and Knowledge Library

- Administer the Whale knowledge center: organize content into boards and libraries and manage permissions, with occasional quizzes and training assignments.
- Turn recorded walkthroughs and files in the SharePoint training folder into organized, step-by-step guides, and check AI-generated steps for accuracy before publishing.
- Record Loom walkthroughs and build software onboarding content for new hires and colleagues covering another role (NetSuite, Monday.com, Microsoft 365, Claude, LSPedia).
- Keep a quick-reference guide of vendor and partner contacts current so that anyone can reach the right person when an issue comes up.

Quality Documentation Support

- Enter, format, and route quality records and SOPs in Qualio as the document originator, working under the direction of the Head of Quality.
- Move documents through department review and final approval, tracking each to completion.
- Follow good documentation practices so that records hold up in audits.

Administrative Logistics Support

- Receive and send vendor samples, and arrange for samples to be forwarded to the right people, often at several separate addresses.
- Coordinate on-site and physical work, such as relabeling or rework, with the partners and vendors who perform it.
- Handle mailing and shipping logistics, including preparing packages and trips to the post office.
- Manage vendor interactions tied to samples, shipments, and deliveries, following up until each item is closed.

Additional Duties

- Take on administrative tasks reassigned from other roles as workflows change.
- Recommend process improvements, including automation of routine administrative work.
- Perform other related duties as assigned.

GROWTH

Path Forward

The role is built to grow. As the Administrator learns Terrain's systems and operations, there is room to take on more responsibility or move toward an area of the business that fits the person's strengths as opportunities open.

WHAT YOU BRING

Qualifications

Required

- A track record of working across many different software tools and keeping a lot of unrelated moving parts on track at the same time.
- Two or more years in an administrative, office coordination, or operations support role.
- Ability to send and receive mail and packages, including regular trips to the post office.
- Comfort learning new software quickly and teaching it to others.
- Working proficiency in Microsoft 365, including Outlook, Excel, SharePoint, and Teams.
- Clear written communication, including the ability to turn a demonstration into instructions someone else can follow.
- Clear communication with outside vendors and the follow-through to get results from them.
- Attention to detail, particularly with records and documentation.

Preferred

- Experience with Monday.com or a similar project management tool.
- Experience with NetSuite or another ERP system.
- Experience recording and editing training videos.

WORKING RELATIONSHIPS

Key Contacts

- Internal: Operations, Quality, Accounting, Sales and Marketing, and company leadership.
- External: the 3PL provider, contract manufacturers and packagers, vendors, and software providers.

SYSTEMS

Tools Used

Monday.com, Whale, Microsoft 365 (Outlook, Excel, SharePoint, Teams), NetSuite, Qualio, LSPedia, Fireflies, Loom, and artificial intelligence platforms in accordance with the Company's AI Acceptable Use Policy, as amended.

This job description is not an exhaustive list of duties and may be revised to meet business needs. Terrain Pharmaceuticals is an equal opportunity employer.