



| | | | |
|---|--|--|--------------------------------|
| Job Title: | Administrative & Customer Service Assistant | Supervisor: | Human Resources Manager |
| Department: | Admin | Location: | Corporate Office |
| Type of Employment | | | |
| <input checked="" type="checkbox"/> Full Time (at least 40 hours per week) | | Hours per week: <u> 40 </u> | |
| <input type="checkbox"/> Part Time (at least 30 hours per week) | | <input checked="" type="checkbox"/> Hourly | |
| <input type="checkbox"/> LTE (less than 30 hours or temporary) | | <input type="checkbox"/> Salaried | |
| Job Description | | | |
| <p>Job Summary:</p> <p>The Administrative & Customer Service Assistant is responsible for the professional and efficient managing of the front desk to include customer and client visitors, telephone calls and messages, as well as a variety of administrative duties that support various departments throughout the company with a customer service-oriented approach.</p> <p>Principal Duties:</p> <ul style="list-style-type: none"> • Operate telephone switchboard to effectively answer, screen or route calls while providing accurate information and responding pleasantly and patiently to inquires • Greet visitors with exceptional customer service as the first impression of the Company • Open, date stamp and distribute all incoming mail timely and within Company internal control guidelines • Utilize strong attention to detail to perform accurate data-entry and reconciliation of all service timesheets into proprietary software in accordance with payroll deadlines • Maintain current records of office schedules and staff availability • Manage inventory and ordering of business and office supplies and Lands End clothing • Provide secondary administrative support to the CEO and Director of Property Management • Assist in ensuring accurate letters, documents and other materials are produced within established time frames and with high-quality standards • Use various software packages and visual aids to assist in producing accurate documents, presentation materials, charts and graphics • Assist in the set up and maintenance of accurate and current electronic and paper files and records that may be easily accessed by staff • Assist in facilitation of planning partnership, ownership and company meetings to include scheduling, coordination of meals, supply/equipment assembly, follow-up and agenda/notes preparation and distribution • Assist in year-end processes and mailings • Maintain office supply storage organization and reception area and kitchen cleanliness • Handle all confidential material and correspondence in a professional manner • Maintain a working knowledge of Fair Housing laws, its policies and practices and be fair and consistent in upholding these and all company policies | | | |



QUALIFICATIONS

- Minimum of five years of administrative experience
- Ability to provide exceptional customer service while following company policies and procedures
- Exhibit a cheerful demeanor and the ability to work well with others
- Maintain a high level of honesty, integrity and confidentiality
- Ability to act calmly and use good judgment, tact and discretion in decision-making while under stress
- Ability to effectively build relationships with customers and co-workers
- Excellent oral and written communication skills
- Proficiency with PC systems and Microsoft Office software
- Ability to display professional behavior and dress as required by Wisconsin Management