



## **Customer Service Receptionist / Administrative Assistant**

### **Overview**

Work independently while focusing on customer satisfaction, positive relationships, and Dumore accountability. Greet the public and answer and route phone calls. Provide backup customer service support. Be organized to manage and complete multiple administrative and customer service duties across different departments. Keep confidentiality at the forefront for all employee, vendor, and customer information.

### **Essential Duties & Responsibilities**

This list of duties and responsibilities is not all inclusive and may be expanded to include other duties and responsibilities as needed.

- Provide exceptional phone and customer etiquette for incoming phone calls and on-site visitors
- Operate multi-line telephone system console to receive incoming calls and messages, route calls to destination and, if necessary, records name, time of call and nature of business
- Routinely provide answers to questions posted by customers, visitors, and company employees
- Greet visitors and monitor sign-in sheets
- Collect and distribute mail, messages, and incoming faxes. Process out-going mail
- Order and maintain office supply inventory
- Maintain company vehicle availability and log
- Provide back-up support for Customer Service
- Enter customer orders into the computer system
- Communicate with customers regarding price and availability questions
- Participate in customer visits as required
- Keep an orderly and organized file of customer orders and other important customer communications
- Be alert for possible customer issues or problems and be proactive in resolving them before they become an emergency
- Communicate across multiple departments to address customer needs effectively
- Follow established Customer Service, Accounting and Human Resources processes
- Develop new efficiencies in existing processes
- Assist Accounting Department in matching receiving documents to invoices from vendors and A/P checks with invoices, mailing checks, filing documents, posting journals
- Assist Human Resources Department in scheduling interviews and drug screenings, creating and filing paperwork in personnel files, completing standard employment documentation and routings, and assisting with online applicant tracking

### **Qualification Requirements**

To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed are representative of the knowledge, skill, and/or ability required. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

#### **Education and/or Experience**

One-year Certificate or Associate Degree (A.A.) or equivalent from a two-year college or technical school; or two years related experience and/or training. Computer knowledge, Microsoft Office Suite, and multi-line phone experience required. Previous successful experience as a customer service representative, accounting and/or human resources assistant preferred.

**Language Skills**

Able to read, analyze and interpret general business writings, professional journals, technical publications, or governmental regulations. Able to read and comprehend instructions, correspondence and memos. Able to write reports, business correspondence, and procedures. Able to effectively present information and respond to questions from groups of managers, clients, customers, and the general public. Adequate telephone skills and language ability to represent the organization in a positive and professional manner and effectively communicate with customers, vendors and other employees of the organization.

**Mathematical Skills**

Able to add, subtract, multiply, and divide in all units of measure, using whole numbers, common fractions, and decimals. Able to compute rate, ratio, and percent and to draw and interpret bar graphs. Able to calculate figures and amounts such as discounts, interest, commissions, proportions, percentages, area, circumference, and volume. Able to apply concepts of basic algebra and geometry.

**Reasoning Ability**

Able to solve practical problems and deal with a variety of variables in situations where only limited standardization exists. Able to apply common sense understanding to carry out detailed but uninvolved written or oral instructions. Able to interpret a variety of instructions furnished in written, oral, diagram, or schedule form.

**Other Skills and Abilities**

Proficient in Microsoft Word, Excel, Power Point and other Windows-based software, and job-related software. Able to operate a variety of standard business machines including computer, laptop, calculator, telephone, fax, copier, scanner, postage meter.

**Protective Clothing/Equipment Required**

When entering a safety sensitive situation or area, safety equipment and apparel is required and expected to meet applicable regulations and policies.

**Physical Demands**

The physical demands listed are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

- While performing the duties of this job, the employee is regularly required to sit, talk and hear. The employee is frequently required to stand; walk; use hands to finger, handle or touch; reach above shoulders; climb or balance, stoop, kneel, crouch or crawl.
- The employee must occasionally lift and/or move up to 25 lbs.
- Specific vision abilities required by this job include close vision, distance vision, color vision, peripheral vision, depth perception, and the ability to adjust focus.

**Work Environment**

The noise level in the work environment is usually quiet