

**JOB DESCRIPTION: ADMINISTRATIVE ASSISTANT**

**DUTIES: ANSWER TELEPHONE, SCREEN AND DIRECT CALLS. TAKE & RELAY MESSAGES ACCURATELY IN A FRIENDLY MANNER**

**PROVIDE SUPPORT TO CUSTOMER SERVICE REPRESENTATIVES**

**PROVIDE COMPUTER INPUT AND SCAN EXISTING FILES INTO DATABASE**

**RESPONSIBILITIES:**

**MUST TREAT ALL CUSTOMERS WITH RESPECT**

**MUST BE RELIABLE AND ON TIME**

**MUST BE ABLE TO WORK AS A TEAM PLAYER, ASSISTING OTHER EMPLOYEES AS NEEDED**

**REQUIRED QUALIFICATIONS:**

**KNOWLEDGE OF ADMINISTRATIVE AND CLERICAL PROCEDURES**

**ABILITY TO COMMUNICATE EFFECTIVE LY AND IN A FRIENDLY MANNER**

**KNOWLEDGE OF COMPUTERS AND RELEVANT SOFTWARE APPLICATIONS**

**KNOWLEDGE OF CUSTOMER SERVICE PRINCIPLES & PRACTICES**

**REPORTING RELATIONSHIP:**

**WILL REPORT TO OFFICE MANAGER**