

# Office Assistant

**SUMMARY: Office Assistant** will be a hard-working professional able to undertake a variety of office support tasks and work diligently under pressure. Working with a high degree of attention to detail and discretion as well as incorporating new and effective ways to achieve better results.

**ESSENTIAL DUTIES AND RESPONSIBILITIES** include the following.

Other duties may be assigned.

1. Supervising office staff to ensure performance and policies and procedures are followed.
2. Review and oversee work flow and reassign as needed.
3. Compose, sort and distribute communication/memo in a timely manner to the office and field.
4. Monitor office production with in the office staff. Create weekly and monthly reports for manager.
5. Review and revise company handbook and polices and procedures when need.
6. Work with staff on efficiently
7. Review records, reports and data for accuracy, completeness and compliance with predetermined and standardized procedures.
8. Monitor and order office supplies, keep an itemized list of orders.
9. Coordinate with other departments to ensure compliance with policy and procedures.
10. Answering incoming phone calls for the purpose of transferring calls to the correct department.
11. Greet visitors/guest to directly then to the appropriate manager or take a message.
12. Performs clerical functions (scheduling, coping, data entry, filing, etc.) for the purpose of supporting office operations.
13. Receives a variety of items (mail, special deliveries, packages, supplies, etc.) for the purpose of distributing material to appropriate parties.
14. Prepare labels and envelopes for overnight packages or priority mail. Ensure they are mailed out by the end of the day.
15. Supports the office Managers for the purpose of ensuring the efficient operation

of the company.

16. Preparing offices and workstations of new hires.
17. Maintain various records, scheduled time-off, attendance etc.
18. Assist in staff reviews and counseling (verbal warnings) by coaching to improve, escalate to EOM when improvement has not been met.
19. Informs management of reoccurring issues or unresolved issues in a timely manner
20. Works with management to identify and suggest solutions on how to improve team moral.
21. Review of weekly timesheet to be submitted to EOM for payroll processing.
22. Prepare documents for on boarding of new hires, transfer information to EOM.
23. Assist with hiring interviews.
24. Constantly suggesting solutions to help make the staff be as productive as possible.
25. Assists other teams or management when needed.
26. Assist with moving boxes and light inter-office moves.
27. Other duties assigned as needed.

## **COMPETENCIES:**

To perform the job successfully, an individual should demonstrate the following competencies:

**Analytical** - Collects and researches data; Uses intuition and experience to complement data.

**Problem Solving** - Identifies and resolves problems in a timely manner; Gathers and analyzes information skillfully; Develops alternative solutions; Works well in group problem solving situations; Uses reason even when dealing with emotional topics.

**Technical Skills** - Assesses own strengths and weaknesses; Strives to continuously build knowledge and skills; Shares expertise with others.

**Customer Service** - Manages difficult or emotional customer situations; Responds promptly to customer needs; Solicits customer feedback to improve service; Responds to requests for service and assistance; Meets commitments.

**Oral Communication** - Speaks clearly and persuasively in positive or negative situations; Listens and gets clarification; Responds well to questions; Participates in meetings.

**Team Work** - Balances team and individual responsibilities; Exhibits objectivity and openness to others' views; Gives and welcomes feedback; Contributes to building a positive team spirit; Puts success of team above own interests; Able to build morale and group commitments to goals and objectives; Supports everyone's efforts to succeed; Recognizes accomplishments of other team members.

**Written Communication** - Writes clearly and informatively; Edits work for spelling and grammar; Varies writing style to meet needs; Presents numerical data effectively; Able to read and interpret written information.

**Delegation** - Delegates work assignments; Matches the responsibility to the person.

**Organizational Support** - Follows policies and procedures; Completes administrative tasks correctly and on time; Supports organization's goals and values; Benefits organization through outside activities; Supports affirmative action and respects diversity.

**Strategic Thinking** - Develops strategies to achieve organizational goals; Understands organization's strengths & weaknesses; Adapts strategy to changing conditions.

**Adaptability** - Adapts to changes in the work environment; Manages competing demands; Changes approach or method to best fit the situation; Able to deal with frequent change, delays, or unexpected events.

**Attendance/Punctuality** - Is consistently at work and on time; Ensures work responsibilities are covered when absent; Arrives at meetings and appointments on time.

**Dependability** - Follows instructions, responds to management direction; Takes responsibility for own actions; Keeps commitments; Commits to long hours of work when necessary to reach goals; Completes tasks on time or notifies appropriate person with an alternate plan.

**Initiative** - Volunteers readily; Undertakes self-development activities; Seeks increased responsibilities; Takes independent actions and calculated risks; Looks for and takes advantage of opportunities; Asks for and offers help when needed.

**Innovation** - Displays original thinking and creativity; Meets challenges with resourcefulness; Generates suggestions for improving work; Develops innovative approaches and ideas; Presents ideas and information in a manner that gets others' attention.

**Judgment** - Displays willingness to make decisions; Exhibits sound and accurate judgment; Supports and explains reasoning for decisions; Includes appropriate people in decision-making process; Makes timely decisions.

**Motivation** - Sets and achieves challenging goals; Demonstrates persistence and overcomes obstacles; Measures self against standard of excellence.

**Planning/Organizing** - Prioritizes and plans work activities; Uses time efficiently; Plans for additional resources; Sets goals and objectives; Develops realistic action plans.

**Professionalism** - Approaches others in a tactful manner; Reacts well under pressure; Treats others with respect and consideration regardless of their status or position; Accepts responsibility for own actions; Follows through on commitments.

**Quality** - Demonstrates accuracy and thoroughness; Looks for ways to improve and promote quality; Applies feedback to improve performance; Monitors own work to ensure quality.

**Quantity** - Meets productivity standards; Completes work in timely manner; Strives to increase productivity; Works quickly.

**Safety and Security** - Observes safety and security procedures; Determines appropriate action beyond guidelines; Reports potentially unsafe conditions; Uses equipment and materials properly.

## **QUALIFICATIONS:**

To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed below 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/Experience:**

High school diploma or general education degree (GED); or one to three months related experience and/or training; or equivalent combination of education and experience.

**Language Ability:**

Ability to read and interpret documents such as safety rules, operating and maintenance instructions, and procedure manuals. Ability to write routine reports and correspondence. Ability to speak effectively before groups of customers or employees of organization.

**Math Ability:**

Ability to add, subtract, multiply, and divide in all units of measure, using whole numbers, common fractions, and decimals. Ability to compute rate, ratio, and percent and to draw and interpret bar graphs.

**Reasoning Ability:**

Ability to apply common sense understanding to carry out instructions furnished in written, oral, or diagram form. Ability to deal with problems involving several concrete variables in standardized situations.

**Computer Skills:**

To perform this job successfully, an individual should have knowledge of MS Outlook, PC Platform, Basic Computer Operation, and moderate typing skills.

**CERTIFICATES AND LICENSES:**

No certifications needed

**SUPERVISORY RESPONSIBILITIES:**

Monitoring office staff work production, verbal warning when needed.

**WORK ENVIRONMENT:**

The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

- The noise level in the work environment is usually moderate.

## **PHYSICAL DEMANDS:**

The physical demands described here 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.

- Specific vision abilities required by this job include Close vision.
- While performing the duties of this Job, the employee is regularly required to sit; use hands to finger, handle, or feel and talk or hear.
- The employee is frequently required to reach with hands and arms.
- The employee is occasionally required to stand; walk and stoop, kneel, crouch, or crawl.

*This job specification should not be construed to imply that these requirements are the exclusive standards of the position. Incumbents will follow any other instructions and perform any other related duties as may be required by their supervisor.*