

## Office Assistant – myITsource

### Primary Relationships

- Reports to: Owner/President
- Team: Sales Team, Service Team, HR Team
- External: work with prospects and existing clients

### Summary

The office assistant duties include and are not limited to:

- Greet clients, manage incoming calls, direct phone calls in a professional manner
- Receive and pass on messages
- Handles all incoming and outgoing mail
- Bank deposits, debit card terminal reconciliations
- Accounting entries into accounting software (QuickBooks)
- Book appointments, plan and schedule events
- Manage company functions and events
- Overlook the company Social media accounts
- Maintain canteen & staff room, break area, etc.
- Basic cleaning duties

### Key Performance Indicators

- Achieve or exceed assigned tasks
- Professional development goals achieved on time

## Duties and Responsibilities

As outlined in the summary

### Professional Development

- Develop skills to help prospect / client companies achieve their key priorities
- Participate in company-sponsored job-related activities and training to further develop your skills

## Supervisory Responsibilities

Currently none assigned

## Compliances

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

- Business Ethics - Treats people with respect, keeps commitments, inspires the trust of others, works with integrity and ethically, and upholds organizational values.
- Communications - Verbal: Listens and repeats back for clarification, communicates in understanding manner, adapts tone and style to individual, communicates clearly with all audiences, demonstrates effective presentation skills, and presents persuasively when appropriate.
- Communications - Written: Writes in an understandable manner, communicates clearly and efficiently, adapts writing style to audience, checks work for spelling and grammar, incorporates numerical data effectively, and formats documents for quick review.
- Customer Service - Maintains calm, pleasant, respectful attitude; displays empathy and courtesy; resolves difficult or emotional situations; delivers promptly on commitments; takes responsibility for resolving customer issues; and submits customer feedback to improve service.

- Problem Solving - Identifies problems in a timely manner, gathers and analyzes information skillfully, develops alternative solutions, resolves problems in early stages, and works well in group problem solving situations.
- Teamwork - Balances team and individual responsibilities, exhibits objectivity and openness to others' views, gives and welcomes feedback, and contributes to building a positive team spirit.
- Time Management - Plans how to achieve key priorities weekly, reviews results of time plans weekly, schedules time realistically, achieves key priorities daily, balances personal and professional objectives, and schedules time without communication devices.

## Skills & Qualifications

- Education
  - college degree in office administration
- Computer Skills
  - Uses Microsoft 365, Autotask, QuickBooks, typing skills
- Certificates, Licenses, Registrations
  - Valid driver's license
- Experience
  - experience recommended
- Valued Qualifications (not required)
  - Experience as part of an entrepreneurial organization

## Physical demands

While performing the duties of this job, an individual is regularly required to talk and hear. The person must occasionally lift and/or move up to 30 pounds. The individual is frequently required to stand, walk, sit, use hands and fingers to handle or feel, and reach with hands and arms. The person must have good close and distance vision, be able to distinguish color and focus easily.

**Work Environment**

The noise level in the work environment is usually moderate. Local travel is estimated to be 10 percent of the time.

**Intent and Functions of Job Descriptions**

Job descriptions assist our company in making certain our hiring process is fairly administered and qualified employees are selected. We view job descriptions as essential to our performance appraisal system and related promotion, transfer, layoff, and termination decisions. Well-written and maintained job descriptions are also an integral part of our compensation system.

All job descriptions are reviewed to ensure only essential functions and basic duties have been included. Requirements, skills, and abilities included have been determined to be the minimal standards necessary to successfully perform the job, whereas peripheral activities that are only incidentally related to the job have been excluded. In no instance should the requirement, skills, and abilities be interpreted as all-inclusive.

Supervisors may assign additional appropriate activities and requirements. It is possible requirements may be modified to reasonably accommodate disabled individuals. At no time will accommodations be purposefully made which may pose serious health or safety risks to the employee or others, or which impose undue hardships on our company.

Job descriptions are not intended as and do not create employment contracts. Our company is an at-will employer. At any time, employees can be terminated for any reason not prohibited by law.

\_\_\_\_\_  
Employee Signature

\_\_\_\_\_  
Date

\_\_\_\_\_  
President Signature

\_\_\_\_\_  
Date