

Office Wrangler AKA Administrative Assistant

3/3/23 kb

POSITION SUMMARY

Specialized, rapidly growing small business seeks a stellar Administrative Assistant to provide various order entry, bookkeeping and administrative functions. The successful candidate will work closely with office manager to ensure quality of order entries, payments, and financial records. This position requires technical proficiency for data-entry, strong organizational skills, excellent communication, critical thinking, attention to detail, and a proactive, cheerful disposition.

This is an in-person position that requires a variety of tasks that can vary on a day-to-day basis and additionally provides hands-on support where needed in other areas of the workshop.

COMPENSATION AND BENEFITS

Compensation starts at \$19 per hour. Full-time (38-40 hours/week), weekday, daytime schedule. Benefits include paid time off, sick leave, company 401K with match, AFLAC policy, health and dental insurance options.

KEY RESPONSIBILITIES

Order Processing

- Process customer orders from multiple platforms, evaluate order details and revise/update orders as needed; move orders to production/shipping
- Process returns and exchanges
- Apply payments, credits, and refunds
- Contact customers and vendors needed to follow-up on customer questions, order details, order changes, recommendations, status, etc; ensure proper follow-up is made
- Pick product for customer orders; inspect completed orders for accuracy and quality
- Assist customer service and production team with order handling, packing and shipping as needed

Administrative Duties

- Organize and review invoices, statements and receipts
- Perform various bookkeeping and data-entry related tasks
- Download and record payment and expense transactions in accounting system/QuickBooks
- Assist with filing quarterly sales tax and use tax returns
- Copy, scan, and file physical and electronic documents; handle incoming and outgoing mail
- Document workflows, processes, procedures and standards to support all areas of the business
- Analyze and improve processes and procedures for greater efficiency; Establish, write and revise Standard Operating Procedures for shop-wide processes
- Proactively communicate issues or concerns to office manager and/or Owner
- Work quickly and effectively on multiple tasks with information from multiple sources
- Demonstrate discretion in handling sensitive and confidential information
- Research, develop, and carry out special projects and assignments as requested/assigned
- Perform light cleaning duties; run occasional errands

PHYSICAL CONDITIONS AND REQUIREMENTS

- Demonstrate excellent written and verbal communication including professional and friendly email correspondence
- Proven analytical and strategic thinking and problem solving skills
- Able to manage varying workload efficiently and effectively
- Excellent organization skills, follow-through, and attention to detail
- Ability to quickly learn and utilize a great deal of information—accuracy is essential
- Strong English writing and editing skills, including grammar, punctuation and spelling
- Proficiency with Windows-based operating system, skilled with MS office suite, experience with data or invoice systems; experience with QuickBooks is a plus
- Enthusiastic self-starter
- Ability to work independently and as a team member
- Have an eye for efficiency and making improvements
- Demonstrate the highest standards of honesty and reliability
- Flexibility to perform other duties as assigned to support changing business needs

REQUIRED SKILLS AND EXPERIENCE

- Experience as an administrative assistant, with bookkeeping, and/or accounting
- At least five years' experience in administrative support position
- Excellent knowledge of accounting principles
- Proficient with various software programs such as QuickBooks, Excel, Outlook, MS Word, MS Office, Google Drive and email
- Type quickly and accurately for writing and data entry
- Strong writing and editing skills, including grammar, punctuation and spelling
- Proven ability to effectively handle highly confidential situations and uphold principals of morality and ethics
- Good listener and ability to follow directions and reliable follow-up