



## **JOB DESCRIPTION**

**Title:** Administrative Assistant - Sales

**Date:** August 22, 2024

**Classification:** Hourly (Non-Exempt)

**Reports to:** VP of Sales

### **Job Summary:**

Primary company receptionist, responsible for initial customer interactions. Provides clerical support to the Sales Department, maintaining files and final documentation on all products shipped to customers. Compiles and provides to customers the O&M manuals for their equipment.

### **Responsibilities:**

- Answer and direct incoming phone calls appropriately
- Greet guests and visitors, enforce sign-in and visitor safety policies
- Support Account Managers in their customer interactions
- Update customers on project status when requested
- Obtain all documents required for the National Board file from the appropriate departments
- Maintain the National Board filing system and store other company data and documents
- Ensure that all required information for the O&M manual is received and customers are provided with the complete final copy after their equipment has shipped.
- Send ISO customer satisfaction surveys and log responses
- Perform other related duties as required

### **Skills/Abilities Required:**

- Must be able to communicate verbally and in writing
- Must have good telephone skills
- Patient and professional when dealing with customers and fellow employees
- Must possess the capability to handle multiple tasks throughout the day
- Must be capable of following verbal and/or written instructions
- Must have High School Diploma (or GED equivalency diploma)
- Familiar with MS Office suite, experience with Adobe Pagemaker a plus
- Detail minded
- Have the ability to sit for long periods of time
- Have the ability to grasp, stoop, squat or to perform duties with reasonable accommodation
- Work attendance must be dependable and regular