

Job Description

ADMINISTRATIVE ASSISTANT

DEPARTMENT: ALL

REPORTS TO: PRESIDENT

SUPERVISES: NONE

STATUS: PART-TIME (ROUGHLY 10 HOURS WEEK); HOURLY

PAY RANGE: \$17-\$19/HR

GENERAL POSITION SUMMARY

Responsible for the company's administrative functions, providing primary support for all departments.

ESSENTIAL FUNCTIONS

1. Office Management
 - a. Serve as primary public contact for the Company. Return calls, vet potential clients.
 - b. Manages company relationship with outside reception company
 - c. Provide primary administrative support for all departments and employees as needed
 - d. Transcribe into Capsule CRM meeting recordings from technician-client interactions
 - e. Manage the office upkeep, appearance, and supply (if local)
 - f. Develop weekly staff meeting agenda and minutes, including tracking weekly Action Items for all staff
2. Technical Support
 - a. Reply to basic Zendesk tickets using pre-scripted macros.
 - b. Assign other Zendesk tickets as appropriate.
 - c. Handle basic technical tickets/emails/calls from clients as able
 - d. Schedule appointments for Technicians
 - e. Pick up and drops off equipment at vendors in Salem and Tualatin as needed (if local)
3. Marketing
 - a. Contact existing clients post-tech appointment to ensure satisfaction with MacAtoZ
 - b. Collect testimonials and guide the ACN review process for clients
 - c. Review monthly newsletter and offer input
 - d. When requested, represent the company and support staff in-person marketing events (if local)
4. Organizational Development
 - a. Identify opportunities to better serve clients
 - b. Assist with strategic decision-making for the company
 - c. Create new policies and procedures as needed; keep Operations Manual and Employee Handbook up-to-date

OTHER JOB FUNCTIONS

1. As assigned

WORKING CONDITIONS

Work areas are inside, in a climate-controlled office environment with light-to-moderate background noise. Many job functions can be performed remotely from a home office. COVID-19 NOTE: Our office is currently Remote Only; knowledge of Zoom and ability to work remotely are essential at present.

MATERIAL AND EQUIPMENT USED

Macintosh	iPad	Copier/printer
Email	iPhone	Voice mail
General Office Supplies		

PHYSICAL ACTIVITIES REQUIRED TO PERFORM ESSENTIAL FUNCTIONS

Sitting/Standing/Walking: Approximately 85% of time is spent seated while working at a desk.

Balance of time (approximately 10%) is spent standing or moving around work areas with remain 5% dedicated to travel time.

Speaking/Hearing: Clear diction and acute hearing are necessary for effective communication with co-workers, members, and outside agencies, by telephone and in person.

Vision: Corrected vision close to 20/20 is necessary to effectively and efficiently use the computer screens and interpret written information.

Lifting/Carrying/Pushing/Pulling: The ability to lift and carry up to 20 pounds is necessary for transporting files, office supplies, and computers.

Stooping/Kneeling: The ability to stoop and kneel is necessary for accessing files.

Reaching/Handling: Good manual dexterity is necessary for computer keyboard use and for retrieving and working with appropriate paperwork, equipment, and supplies.

KNOWLEDGE, SKILLS, AND ABILITIES REQUIRED

1. Excellent written and oral communication skills. Ability to communicate effectively and project a professional image when giving and taking information in writing, in person, over the phone, and via computer or other electronic means.
2. Knowledge of Apple products and services, as well as third-party Apple-related products and services. Ability to use same.
3. Ability to effectively establish rapport, present information, and respond in timely manner to questions from staff, clients, and the general public. Skill and ability to meet people, listen, and empathize.
4. Ability to take initiative and prioritize tasks; good-time management, problem-prevention, and problem-solving skills.
5. Accurate typing/keyboarding skills; basic computer skills, including the use of word processing software applications and email. 50 wpm minimum.
6. Strong organizational skills.
7. Ability to remain flexible in order to adapt to changes in the work environment.
8. Ability to cross-sell services effectively and accurately.
9. Ability to work accurately with close attention to detail.
10. Ability to maintain confidentiality of sensitive information.
11. Ability to work with and support other employees professionally and tactfully.

12. Possess a work ethic that includes neatness, punctuality, and accuracy.
13. Exhibit a professional, businesslike appearance and demeanor.

QUALIFICATIONS

1. Minimum of a high school diploma or equivalent. College degree strongly preferred.
2. Background in Zendesk or comparable ticketing system preferred.
3. Experience with Slack, Apple Pages/Numbers/Keynote, and Capsule CRM helpful.
4. Native fluency in English (verbally and in writing)
5. Minimum one year work experience in a small business
6. Required work daily Monday through Friday, though with flexible hours.
7. Must be bondable.