



Administrative/Sales Assistant

Position: Administrative/ Sales Assistant
Department: Admin & Sales
Reports to: Office Manager
FLSA Status: Non-Exempt

Essential Functions & Responsibilities

- ❖ Responsible for customer service needs of all online customers;
- ❖ Maintain ongoing relationships with clients via regular emails/phone calls/marketing campaigns;
- ❖ Responsible for assisting with the day-to-day management of office matters as assigned;
- ❖ Responsible for creating and maintaining customer files, assisting with application for rebates, creating and modifying contracts, and billing and invoicing of customers;
- ❖ Works as an effective team member, liaising with others and contributing to our overall customer experience.

Supervisory Responsibilities

This position has no supervisory responsibilities.

Placement Criteria

Minimum of a high school diploma and or equivalent 2-5 years in a similar role, or a combination of education and relevant experience preferred;

Employee should be knowledgeable regarding Microsoft Office specifically Word and Excel, have proficient computer skills, display adaptability in learning the use of company specific software and display comprehension of fundamental computer practices and database management;

Demonstrated organization, facilitation, communication and presentation skills;

Ability to prioritize workflow and organize diverse material and ability to handle multiple, competing and changing priorities; ability to perform



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effectively without supervision and within established time limits and ongoing deadlines;

Ability to interact effectively and professionally, and provide exceptional service, both internally and externally at all times.

Physical Demands

While performing the duties of this position the employee is regularly required to sit and talk and hear. The employee is frequently required to use hands to finger, handle or feel and reach with hands and arms. The employee is occasionally required to stand and walk. The employee must occasionally lift and/or move up to 25 lbs.