

Job Title:	Administrative Assistant	Job Category:	Administration
Client:	TBD	Time to Fill	2-4 Weeks
Location: Home / Office	Home	Experience Required:	2 Years
Bill Rate:	\$8.90-\$10.00/hr	Position Type:	Full-time

Job Description

Role and Responsibilities

The Administrative Assistant is responsible for the company's administrative tasks, from keeping a record of the daily services done to various customer service activities. This position is responsible for the timely delivery of administrative tasks to allow the operational team to deliver the services punctually. The main activities for this position are:

1. Communicate with customers and the various departments within the company.
2. Work with internal departments to meet customers' needs.
3. Run periodic reports according to company's needs.
4. Assist customers by answering basic questions about the services, handling complaints, and providing appropriate solutions and alternatives for the customers' concerns.
5. Perform data entry in various platforms for different purposes, such as:
 - a. Basic accounting records
 - b. Scheduled works
 - c. Documentation of different processes
6. Follow up on scheduled works and documentation of them in the system.

Qualifications and Education Requirements

Associate's Degree in Administration, service-related areas or experience at customer service companies for 2+ years.

Preferred Skillset

Hard / Technical skills:

1. Task management software
2. CRM software
3. Microsoft Office Suite
4. Email and Support Ticket software

Soft Skills

1. Effective communication
2. Detail-oriented
3. Results-driven
4. Ability to train
5. Responsive
6. Organized