

Administrative Assistant/ Receptionist
Eugene Division
Job Description
June 24, 2015

This is a 40 hour per week position (Monday - Friday / 8:30 – 5:00 with possible occasional Saturday work). This person is responsible for working in compliance with Neil Kelly Company established standards for paperwork and processes. This person reports directly to the Manager of the Eugene Branch.

Administrative Support Primary Responsibilities

The primary functions of this position include, but are not limited to the following:

1. Receives callers in person and by telephone in a courteous and professional manner, maintaining the track sheet, and directing callers to the appropriate persons within the company
2. Maintains lead database via our CRM, enters new lead data in the CRM, takes leads, assigns and distributes leads as directed by the General Manager
3. Keeps the front desk area orderly and tidy; this includes punctual distribution of all incoming packages; water plants, change light bulbs as needed, advise manager of needed maintenance and schedule work
4. Processes incoming and outgoing mail promptly, disperses incoming faxes promptly
5. Process all payments in a timely manner
6. Assist General Manager in updating and maintaining the Eugene Budget vs. Actual, Sales and Billings tables
7. Assist Project Managers in developing monthly team meeting agendas and presentation
8. Assist HR in presenting, collecting pre-employment paperwork, and new employee onboarding paperwork
9. Act as point person in coordinating all Eugene Home Show activities
10. Prep for Saturday Seminars such as picking up chairs, ordering the coffee, cleaning the showroom and preparing handout materials

11. Order/Organize office supplies including toner/printer cartridges, copy paper, light bulbs, trash bags etc., order postage for the postage machine
12. Make sure all the office equipment is working properly, and if necessary, arrange for them to be repaired
13. Maintain a monthly log of leads by count and distribution
14. Help coordinate Eugene B Corp and the Eco Efforts
15. Assist the Marketing Department as requested
16. Maintain a Eugene specific procedure manual for all tasks related to the Eugene Administrative Assistant
17. Assist in archiving physical and digital completed job files
18. Coordinate and schedule the CPR/First Aid training
19. Quarterly Facility Safety Reports
20. Process Petty Cash receipts including balancing the petty cash sheet, send receipts to Portland on a regular basis as set up by Accounting
21. Assist in the Request for Pricing (RFP's)
22. Learn to write specifications and supporting documents for accurate and complete pricing and job sale
23. Keep samples in showroom updated and organized
24. Make sure there is a supply of copies of forms such as check requests, job turn in sheets, cell phone reimbursement form, survey forms (kitchen, bath and whole house), lead and contract packets
25. Make sure there is an adequate supply of company brochures, pertinent product literature available in the showroom at all times.
26. Provide support for Home Performance and Handyman Services as needed
27. Not all the work performed is specifically described and other duties may be assigned as they arise, and time allows

General Requirements

This is an office position which requires being seated at a desk most of each workday. This person is required to use a computer, multi-line phone, calculator, postage meter, and copier. This person is required to understand, speak, and write in fluent and accurate English, using business English as appropriate. Accuracy in keyboarding, data entry, and report creation is necessary. This person must be attentive to details. Required computer program proficiency includes: Word, Outlook, Excel, and Outlook Publisher and PowerPoint proficiency is a plus. This person also uses a specialty data base created for Neil Kelly.

The Administrative Support person must be helpful and diplomatic with clients and guests, maintain effective and respectful working relationships with colleagues, and communicate effectively. This person must have the ability to work as a member of a team, be flexible and collegial. The Administrative support person will be expected to be a full participant on his or her team.

The Administrative Support person is expected to abide by the company safety policy, including supporting Neil Kelly's Drug-Free Workforce policy. This person may be required to lift up to 30# on occasion.

As an extension of our commitment to our community, the Neil Kelly Company Management Team has chosen to participate in an international environmental and economic sustainability movement through the framework of The Natural Step. Neil Kelly Company is a certified B Corporation nationally, and is licensed as a Benefit Corporation in the State of Oregon. Neil Kelly Company strives to maintain and increase B Corp measures. It is expected that company employees will use these adopted philosophies as guidelines for making regular business decisions, and will participate in related trainings.