

Administrative Assistant – Job Description

DUTIES

Sales and Customer-Related Duties

- Assist Customer Service as needed:
 - Call for orders and enter orders
 - Resolve problems to customer satisfaction
 - Promote increased use of products, both variety and quantity, through suggestive selling, as well as inquiry into customer's needs and research into potential avenues
 - Maintain contract price lists
 - Assist walk-in customers, pull & collect for pick-up orders
- Marketing Materials
 - Contract Price Lists
 - Retail Price Lists
 - Product Description Lists (Cakes, Cheesecakes, etc.)
 - Wall Totals
 - Promotional flyers
- Keep website updated
 - Add new products
 - Revise and cull as necessary to keep information current
 - Develop and upload product catalog, with pictures
- Produce E-newsletter
 - Create and send by end of each month to announce featured products for next month
- Download email
 - Assure that email not sent to specific employee receives response
 - Respond to email inquiries from customers
 - Update or delete email addresses on website email list as mail is returned
- Update Customer File on server for returns from mass mailings
- Prepare monthly reports for Sodexo
 - Monthly Rebate reports
 - Quarterly Velocity Reports
 - Quarterly MWBE Reports
- Reconcile invoices from FoodBuy to actual payments by Compass Group clients
- Credit Applications
 - Prepare & fax or mail Credit Inquiries for customer credit applications
 - Prepare for V.P. signature, & mail Credit Approval notices

Purchasing

- Purchase supplies required for printer and product labels
 - Coordinate orders with Bookkeeper
 - Obtain best prices for appropriate quality and quantities

Company Records and Procedures

- Vendor Insurance Certificates
 - Maintain log of vendors and current certificates
 - Obtain insurance certificates as necessary (new vendors, annual updates)
- Assist in development and maintenance of company policies & procedures
 - Safety Program
 - HACCP Program
 - G.M.P.
 - General Company and Department Policies

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DUTIES *(Continued)*

Insurance

- Issue New Hire packets on group insurance programs
 - Voluntary Life, Dental, Vision, and Supplemental Insurance
- File and monitor Insurance Claims for Business Auto and Workers Compensation
 - Learn procedures for each type of coverage, and for new carriers
- Maintain Payroll Expense spreadsheet for Workers Compensation coverage audits

Production

- Print labels and Production Logs as requested
- Set up new products, and prepare/update labels & production logs as needed
- Set up recipes for new products or changed products in NutraCoster
- Maintain current Nutritional Label Reports on website

Accounting and Taxes

- Bank Statements
 - Assist Bookkeeper to Reconcile bank statements for all accounts
- Reconcile President's handwritten bank transaction logs ("Blue sheets") to Operating Account monthly.
- Employment Tax Returns (as backup for bookkeeper)
- Sales Tax Returns (as backup for bookkeeper)
- Prepare monthly financial statements

Assist Administrative Manager

- Help clean out files and set up file storage as needed

Other

- Answer phone and transfer calls to appropriate personnel
- Help other staff as needed
- Set up Excel spreadsheets to simplify logs or reconciliation tasks for self & other staff
- Learn uses of PaperPort for document manipulation
- Modify PDF files as needed, using PDF Converter Professional
- Reconcile Vendor Statements to our Accounts Payable computer files
- Respond to Credit Application requests from vendors, etc., as requested by A.M.

EMPLOYMENT REQUIREMENTS

Scheduling Requirements

- Available for Full Time Work, Monday through Friday (8:30 am – 4:30 pm)
- Able to get sufficient sleep before each workday

Skills

- Sufficient knowledge of basic accounting principles & comfortable with their application
- Experience in basic accounting tasks and/or computerized accounting software
- Strong Computer skills, accurate touch typing
- Use of calculator, by touch, & understands use of percentages & usual functions
- Proficient in use of Microsoft Office 2010 Outlook, Word, and Excel
- Familiar with use of functions and creation of formulas in Excel spreadsheets
- Able to organize files numerically and alphabetically

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EMPLOYMENT REQUIREMENTS *(continued)*

Skills *(continued)*

- Excellent interpersonal skills
- Well-developed communications skills, spoken and written (including grammar and spelling)
- Able to work unsupervised
- Excellent attention to detail and dependable follow-through
- Able to multi-task (phone, computer use, order entry, coworkers)
- Comfortable working at a fast pace

SKILLS TO BE DEVELOPED AFTER HIRING

Company Knowledge

- Departments and Personnel, and their areas of responsibility
- Products produced and sold
- Delivery areas (routes) and days
- Company and Department Policies
- G.M.P. and other Food Safety Policies
- Job Safety (including MSDS, General Safety, Emergency Plan, Awareness of Procedures)
- Available supplies, their storage locations, & reorder points

Software Use

- QuickBooks Bookkeeping/Accounting Program
- MS Office 2010 Publisher & Access
- FlexiBake Order Entry/Inventory Program
- PaperPort Pro & PDF Converter Pro
- Avery Label Creation software
- HP (8600 Series) printer software, including scanning, file storage, & fax operation
- Network Solutions Image Café Website Builder
- Constant Contact eNewsletter creation and Archiving
- Online filing of quarterly employment and sales tax returns

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Applicant Name _____ SSN _____ - _____ - _____

I hereby certify that I have read and understand both pages of this Job Description. The duties as outlined are within my capability. I accept the requirements as outlined. I understand that this Job Description is a summary only, and that it is subject to change without notice, at management discretion.

Date ____ / ____ / ____ Applicant Signature _____

Witness Signature _____