



JOB DESCRIPTION

Job Title: General Office Assistant
Department: Customer Operations
Reports To: Customer Operations Supervisor/Manager
FLSA Status: Full Time Non-exempt
Represented by the Association: Yes

Job Summary: As the first point of contact with customers and clients, this position provides an outstanding customer experience. Responsibilities include acting as the company's initial contact for customers and others entering the business office, handling all duties regarding answering the switchboard, processing walk-in payments, cash handling and reconciliation, and data entry. This position will also support the department by doing special projects and a variety of other clerical support duties as assigned.

Essential Job Duties and Responsibilities:

- Greet and welcome people entering the business office, direct them to the proper personnel for service needs.
- Answer switchboard, provide answers to customer inquiries, and properly route calls.
- Accept and process walk in/drive up customer payments.
- Provide daily financial reconciliation of cash transactions via system reports.
- Oversee, distribute and follow up on timely email responses via the customer service group inbox.
- Process outgoing mail, report monthly postage usage, download addition postage.
- Data entry within the billing system.
- Assist the department supervisor and/or manager with data entry, retrieval and graphical representation of reported data.
- Assist with social media campaigns, such as calling a contestant winner for prize pick up, ensuring pictures are taken, etc.
- Assist in preparation of letters, file, and perform a variety of other clerical support functions for the Customer Operations Team or other workgroups as needed.

Additional Job Duties and Responsibilities:

- Perform other duties and responsibilities as required to fulfill job function or as assigned.

Knowledge, Skills, and Abilities:

- Knowledge of:
 - company policies, procedures, products and services.
 - cash handling, making change and cash reconciliation.
 - systems knowledge and proficiency with Windows Outlook.
 - general office practices and procedures.
 - time management and organizational skills.
 - professional telephone skills.
 - marketing and sales practices and principles.

- Skill to:
 - gather and report numerical data and produce statistical reports.
 - type 45 + wpm.
 - operate various office equipment such as a computer, scanner/fax/copier, multiline phone, postage machine.
- Ability to:
 - provide excellent customer service.
 - think analytically and be a problem solver.
 - communicate effectively, both in writing and in speaking, with customers, co-workers, and various business contacts in a courteous and professional manner.
 - work completely and accurately under time constraints and deadlines.
 - work in a fast pace environment and prioritize multiple work assignments.
 - work independently.
 - work in a safe and effective manner.
 - ability to work effectively as part of a team.

Education and Experience:

Any combination equivalent to the following education and experience that would provide the required knowledge, skills and abilities would qualify. A typical way to obtain the knowledge, skills and abilities would be: High School diploma or equivalent, Outlook proficiency, office and cash handling experience.

Physical and Other Requirements:

This position may require 8 to 10 hour days, flexible hours/flexible schedule and some weekends.

Physical Requirements	0-24%	25-49%	50- 74%	75-100%
Seeing: Must be able to read reports and use computer.				X
Hearing: Must be able to hear well enough to communicate with employees and business contacts.				X
Standing/Walking:	X			
Climbing/Stooping/Kneeling:	X			
Lifting/Pushing/Pulling:	X			
Fingering/Grasping/Feeling:				X

Working Conditions:

This factor measures the surroundings or physical conditions under which a job must be done and the extent to which those conditions make the job disagreeable. Consider the presence and relative amount of exposure to dust, dirt, heat, fumes, contaminants, cold, noise, vibration, wetness, etc.: Good working conditions with the absence of disagreeable conditions.

Additional Information:

This job description is not intended to be all-inclusive, and employee will also perform other reasonably related business duties as assigned by immediate supervisor and other management as required. Blackfoot reserves the right to revise or change job duties and responsibilities as the need arises. This job description does not constitute a written or implied contract of employment.

Employee Acknowledgement

Date

Revised Date: November 8, 2018