

**Position Description:**

Administrative Assistant

**Objective:**

Administrative Assistant is responsible for answering all incoming phone calls and greeting any visitors to the facility as well as invoicing all products for the business. The objective of the Administrative Assistant is to ensure all our vendor and customer phone calls are handled in a professional manner, invoicing is completed in an accurate and timely fashion, accounts receivable follow up, as well as providing a multitude of clerical duties for the staff. The Administrative Assistant is also responsible for documentation control of the Health & Safety Program and Quality Management System.

**Specific Accountabilities:**

1. Distribute all incoming calls, faxes and general emails.
2. Greet all visitors and maintain the Visitor Log Book.
3. Invoice for all orders and file the invoices.
4. Maintain the Health & Safety documents.
5. Maintain the Quality Management System (QMS) documents.
6. Maintain the vacation tracking log.
7. Coordinate the new hire orientation and sign up packages.
8. Maintain company phone lists.
9. Coordinate office equipment maintenance.
10. Order office supplies.
11. Perform all required clerical duties as required by the staff.

**Authorities:**

Act

1. Order office supplies
2. Call couriers for pick ups

**Qualifications:**

1. Excellent phone etiquette
2. Strong working knowledge of MS Office programs (Word, Excel, PowerPoint)
3. Knowledge of multiline phone system
4. Excellent knowledge of the in-house ERP system (Pronto)
5. Excellent written and oral communication skills
6. Strong time management skills

**Environment:**

This is an office position with extended long periods of sitting.

**Reporting:**

\*This position reports to the General Manager and Operations Manager

\*There are no direct reports to this position