

## **Customer Service/Administrative Assistant – Full Time**

### **Position Objective:**

Performs tasks associated with the ESVBA's products/services, billing, sales and some technical support issues. The main focus of the Customer Service Representative position is to provide excellent customer service in person, over the telephone or via correspondence. The right candidate will be friendly and upbeat! Must be extremely organized, reliable, and self-motivated, and must display a commitment to confidentiality and discretion!

### **Position Responsibilities:**

Duties include but are not limited to:

- Answering and making calls to clients and vendors. Routing phone calls to appropriate department
- Taking phone messages and documenting of all calls for record retention in C.R.M.
- Assists with scheduling of services and installation appointments
- Accepting walk-in payments and writing receipts for customers
- Pick up and distribute mail
- Maintain ESVBA contract files – both in hard copy and electronic format, and monitor contract status
- Maintain ESVBA filing system including business files, vendors, customers, A/P, and A/R in both hard copy and electronic formats
- Scan and photocopy documents
- Assist with office cleaning and maintenance, picking up office supplies
- General office duties as required by Manager
- Additional projects as needed
- Makes recommendations for products and services to better suit clients needs

### **Candidate Qualifications**

#### *Skills & Abilities*

- Excellent organizational skills.
- Self-motivated team player
- Ability to multi-task and be flexible.
- Strong verbal and written communications skills
- Ability to work well in a limited structure, start-up environment

#### *Physical Requirements*

- Must be able to physically perform the basic life operational functions of reaching, grasping, lifting, talking, hearing, and repetitive motions
- Must be able to perform sedentary work exerting up to 20 pounds of force occasionally and/or a negligible amount of force frequently or constantly to lift, carry, push, pull or otherwise move objects
- Must possess the visual acuity to prepare and analyze data and figures, and operate a computer terminal
- Sitting for long periods of time. Typing and reading on computer and data entry. Communication on telephone and in person with customers. Extended use of telephone headset and earpiece

## **Job Experience**

### Desired:

- A high attention to detail
- Working knowledge of MS Office, including Excel and Word
- Knowledge of general office procedures, basic mathematics and ability to work with minimal supervision
- Knowledge of spreadsheets, data entry and cash handling
- Working knowledge of standard operating practices involved in modern office operation and serving the public
- Knowledge of telecommunication customer service a plus
- Ability to deal effectively with the public in a tactful and effective manner while maintaining standards of privacy
- Ability to create and maintain accurate records and files
- Ability to communicate effectively in oral and written forms
- Ability to work with difficult and challenging customers while maintaining a high level of professionalism and patience

### Required:

- Valid Driver's License
- Ability to follow established filing system
- Must report to the ESVBA office in Exmore, VA for work (non-telework position)

## **Education**

### Desired:

- High School Diploma. Some college preferred or equivalent experience.