



Position: Office Assistant

Working under direct supervision, the Office Assistant is responsible for operating a multi-line telephone system and ensuring calls and visitors are directed to the appropriate personnel. As the first point of contact for the organization, must have a courteous and professional demeanor. The Office Assistant also provides accurate and efficient support to the organization.

Responsibilities:

1. Answers and directs telephone calls. Takes and relays messages. Retrieves messages from general voicemail and forwards to the appropriate personnel
2. Greets and assists visitors in a courteous and professional manner. Announces visitors to the appropriate personnel
3. Receives, date stamps and distributes all incoming mail. Prepares out-going mail
4. Maintains inventory of office supplies, including postage. Responsible for replenishing supplies
5. Performs data entry, faxing, filing and copying
6. Performs/assists with mass mailings
7. Other duties as assigned or requested

Qualifications:

- Minimum six months to one year experience working with multi-line telephone system and providing office and clerical support. Preferably, prior experience in an environment focused on employee benefits
- Must have courteous and professional demeanor, exhibiting good judgment when assisting/interacting with others
- Must be able to use discretion and handle sensitive/confidential information
- Attention to detail, producing accurate and high-quality work
- Ability to meet deadlines and be able to thrive in a fast-paced, high demand work environment
- Good written and verbal communication skills
- Proficient with Microsoft Office (Word, Excel, Outlook)
- Ability to comply with operating policies, procedures and rules is essential
- Must be able to maintain regular and predictable attendance; the ability to work overtime is required
- Must maintain positive and cooperative communications and collaboration with all levels of employees, clients and customers
- Bilingual (Spanish) preferred