

Administrative Assistant with Customer Service Skills

Reports to: Executive Director

Compensation: **\$13-\$17/hour DOE**

PLAY Project Organization

Deadline for applications: April 17, 2015

If it is past April 17, 2015, please email play48103@gmail.com

Ann Arbor small business looking for a go-getter to join our team. We provide training and development services to help children with special needs.

This is NOT a telecommute position.

Do people always call you a quick learner? Are you that go-to-person everyone in the office comes to for help? We are a small and mighty team seeking someone who loves to take initiative, wear a lot of hats, and work on a variety of projects and assignments. This person will need to communicate with all levels of employees, as well as talk directly to VIPs and offer Executive Staff support.

If this describes you, please respond with a quick email explaining why you want to learn more and your desired wage. Exceptional respondents will be invited to fill out formal application and submit resume and cover letter. We welcome diversity!

This is a fulltime position with 30 to 40 hours per week depending on candidate.

Responsibilities

Schedule meetings, events, and travel.

Create or help create presentations and demonstrations.

Update Customer Relationship Management (CRM) database. Knowledge of Podio a big plus but not necessary!

Must keep proper records of sales and order information.

Managing meeting minutes.

Develop reports and email correspondence.

Take part in work decisions and make related phone calls.

Manage complex projects from start to finish.

Send emails to clients to maintain the relationship.

Collection of customer information and provide feedback.

Learn to identify potential customers to bring in new business.

Maintain relationships with vendors to check on the status of existing orders.

May have to participate in trade fairs and other events.

Be organized: uses electronic-based systems to manage and document calls, sales, tasks, and project updates.

Provide support to executive staff.

Handle incoming inquiries by phone and email.

Manage incoming invoices and outgoing invoices.

Knowledge and Abilities

Must be knowledgeable about the sales process and willing to serve in a supportive role to staff who are managing leads, customer sales, inquiries, and problems that need resolution.

Must be able to work occasional weekend or evening

Must be comfortable with ambiguity and change -- we are growing at a rapid pace!

Detail-oriented and strong problem solving skills -- must be comfortable working independently and finding solutions.

Exceptional communication skills

Strong skills in Microsoft Word, Excel, and PowerPoint

Experience updating websites with Wordpress a plus!

Hardworking as this job involves a lot of leg work

Persuasive, polite and have good negotiation skills

Excellent grammar, punctuation, and spelling.

Ability to interact with all levels of employees.

Perceptive and good with numbers.

Competitive, driven and confident.

Quick learner!

Positive can-do attitude an absolute must!

Knowledge of special needs and disabilities a plus!

ABSOLUTE MUST! Must be comfortable making cold calls -- calling people you have not yet met for the purpose of following up. Emails don't always do it!!

Qualifications

Degree preferred but not required

1-3 years of experience as an Administrative professional in office setting or equivalent

Master of Microsoft Suite

Demonstrated customer service abilities

Unfortunately, Health insurance is not a benefit.

Opportunities for growth exist and we want a team member who sees our potential.

Complete online application and submit with resume and cover letter to

<https://podio.com/webforms/6628160/514491>