

**General Position Information:**  
 This specific job description covers the basic functions, qualifications, requirements, working conditions and skills necessary, but not limited to, for successful fulfillment of this position in accordance to the standards of the company.

<b>DOL Overtime Status:</b> <u>Non-Exempt</u>	<b>Pay Type:</b> <u>Hourly</u>	<b>Location:</b> <u>Charter One</u>
<b>Employment:</b> <u>Regular Full-Time</u>	<b>Base Pay</b> \$ _____ to \$ _____ hourly	<b>Department:</b> <u>Sales</u>
<b>Workers Comp Code:</b> <u>8810</u>	<b>Level:</b> <u>Staff</u>	<b>Reports to:</b> <u>Director of Sales with dotted line to Sales Manager</u>
<b>EEOC Class:</b> <u>5 -Clerical</u>	<b>Benefit Class:</b> (1)	<b>Supervises:</b> <u>n/a</u>

**Position Summary:**

Provides administrative and clerical support to Sales Department. Schedules appointments, gives information to callers, and otherwise relieves managers of clerical work and minor administrative and business detail.

**Job Specifications/Qualifications: (Min. knowledge, skills, and abilities required)**

- **Education/Training (or equivalent):**  H.S. Degree / GED    College Degree    Certification/License
  - High school diploma or GED
  - Further education and training a plus
- **Experience: (Type of work experience, min. number of years):**
  - Prefer one year of related administrative experience.
- **Technical or Administrative Knowledge:**
  - Must be able to add, subtract, multiply and divide.
  - Must be computer proficient. Knowledge of windows based programs such as Word, Excel. Must be able to use email and utilize internet.
- **Special Skills and/or Abilities:**
  - Excellent interpersonal/communication and customer service skills. Excellent written communication skills.
  - Maintain professional appearance and demeanor at all times.
  - Ability to meet US employment eligibility requirements and Charter One eligibility requirements.

**Physical Requirements and Working Conditions:**

The physical demands described here are representative of those that must be met by an employee to successfully perform the *essential functions of this job*. Reasonable accommodations that do not cause an undue hardship on the company may be made to enable individuals with disabilities to perform the essential functions, as long as that would not hinder or prevent performance of duties, or be of a safety concern.

**Key to denote % of time requirements necessary to perform essential functions of this job.**  
**0% = Zero (O)    1-35% = Little (L)    36-70% = Moderate (M)    71-100% = Great (G)**

- **Physical Requirements:**  **Light:** Lifting 0-10 lbs.    **Moderate:** Lifting 0-25 lbs.    **Heavy:** Lifting 25+ lbs.
 

L -Bending/stooping L -Reaching above/below the waist L -Pushing/pulling movements L -Climbing stairs / ladders	L -Standing L -Kneeling G -Sitting M -Walking	L -Lifting O -Taste/Smell G -Typing	L -Color / Depth perception G -Fine hand & finger movements L -Operate motor vehicle L -Operate various equipment
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- **Working Conditions and Schedules:**
  - G - Interacting with co-workers, vendors, and customers.
  - L - Exposed at times to fumes or airborne particles, toxic or caustic chemicals, extreme heat, risk of electrical shock, and vibration.
  - M - Exposed to various noise levels (L= office, M= showroom/service area, G= jackhammer/metal works/heavy equipment)
  - G - Office machines, phones, fax, computers, postage meter, etc.

- **Necessary traits for this position:**  Seeing  Hearing  Talking\*  Reading\*  Writing\*
  - Basic comprehension of English language using the traits\* marked above for purposes of safety, management direction and job responsibility, and minimal third party interaction.
  - Proficiency of the traits\* marked above in the following languages for business letters, memos, customer interaction, presentations, demonstrations, employee direction, audits, etc:  English    Spanish    French    Other \_\_\_\_\_

## **Job Functions, Unique Duties and Responsibilities:**

### ***Essential Functions include but not limited to the following:***

- Schedules appointments, gives information to callers and otherwise relieves manager/DOS of clerical work and minor administrative and business detail.
- Opens and routes incoming mail. Locates and attaches appropriate file to correspondence to be answered by employer.
- Types and designs general correspondence, memos, charts, tables, graphs, business plans, etc. Proofreads copy for spelling, grammar, and layout, making appropriate changes. Responsible for accuracy and clarity of final copy.
- Establishes, develops, maintains and updates filing system for the Sales Dept. Retrieves information from files when needed. Establishes, develops, maintains and updates library of trade journals and magazines.
- Answers and screens telephone calls, and arranges conference calls.
- Coordinates manager/DOS schedule and makes appointments.
- Greets scheduled visitors and conducts to appropriate area or person.
- Arranges and coordinates travel schedules and reservations.
- Conducts research, and compiles and types statistical reports.
- Coordinates and arranges meetings, prepares agendas, reserves and prepares facilities, and records and transcribes minutes of meetings.
- Makes copies of correspondence or other printed materials.
- Prepares outgoing mail and correspondence, including e-mail and faxes.
- Orders and maintains supplies, and arranges for equipment maintenance.
- Adheres to all safety procedures and reports any unsafe conditions to management.
- Attends meetings and training as requested.
- Other duties as assigned based on company needs.

**I have read and understand the above job description. I attest that I can work in these conditions, I am able to perform the job functions, and can fulfill the basic requirements/duties, to include any other reasonable requests that are asked of me. I will immediately notify my Supervisor if I am unable to comply with this job description for any reason.**

**Signature \_\_\_\_\_ Date \_\_\_\_\_**