



**Building. Community. Together.**

**The Coral Company  
Position Description  
Administrative Assistant  
Reports to Senior Director of Administration  
Revised: 9.18.2020**

**NOTICE:**

- Regular work schedule is Monday - Friday, 8:30a-5:00p with an unpaid hour for lunch = 37.5 hour work week.
- Salary, exempt.
- MUST HAVE 3-year's minimum of administrative experience, preferably for a medium to large size company.
- Accounting & HR experience preferred.
- Will primarily work from home, and twice per week work at the office for half a day.
  - Reliable home Internet access and dedicated work space required.
- Compensation range: \$38,000-\$40,000 per year depending upon experience with the following benefits available....medical, dental, vision, life & disability insurance (employer paid), voluntary life ins., AFLAC, 401k, ample time-off (personal & vacation), and paid holidays. Benefit eligibility waiting periods are applicable.

**Summary of Position.**

Subject to the practices, policies, and standards within The Coral Company Employee Handbook, the Administrative Assistant is responsible for supporting administrative, accounting (financial/reporting/budgeting), & customer service functions, and performing them in a professional, accurate, timely, efficient, effective, & accountable manner, on a daily basis & with a constant view for the future performance of the team. As a critical member of The Coral Company team, the Administrative Assistant shares responsibility for the team's productivity, accuracy, efficiency, problem solving, and customer service. Performance is measured against the Company's directive to "Only promise what you can deliver and always deliver what you promise."

## **Works With:**

- The Coral Company team.
- Clients.
- Residents.
- Vendors.

## **Primary Responsibilities:**

### **Communication.**

- The Coral Company team.
- Clients.
- Residents.
- Vendors.

### **Customer service.**

- Team support.
- Reception – phone calls and mail.
- Presentation of a professional, clean and organized office environment at all times.
- Current and prospective residents and clients.
- Vendor and maintenance support.

### **Administrative Operations.**

- Handle phone and e-mail communications.
- Sort and distribute mail.
- Accounting data entry – invoices, check deposits.
- Document scanning.
- Assist with community mailers.
- Office supplies; input orders, distribute, stock, & organize.
- Guest, client, resident, and vendor relations.
- General office upkeep: keep picked-up, neat, clean, and supplies stocked.
- Timely response, follow up, & completion of all administrative requests.
- Client payment collection & documentation.
- Office equipment support.
- Assist with filing projects.
- Work with and manage office vendor relations, input service order tickets, and help oversee general office maintenance (janitorial, equipment, work stations).
- Perform work station clean-outs and set-up.
- Assist with new hire set-up and orientation tasks.
- Marketing assistance as needed – website & social media updates, writing, & print copy.

## **Skills & Experience:**

- Exceptional computer literacy and capability with all Microsoft Office programs & PDF software.
- Administrative accounting experience with an understanding of basic accounting principles and terminology.
- Human resources experience with recruiting and onboarding.
- Highly attentive to details.
- Ability to complete tasks quickly and most importantly, *accurately*.
- Able to self-manage time and projects in order to meet deadlines.
- Strong organization and priority setting skills.
- Effective and professional communication, both verbal and written.
- Strict adherence to company & office standards.
- High-level customer service experience.
- Passion for customer service.
- Strong work ethic.
- Desire to learn.
- Coachability – able to take constructive feedback and apply.
- Leadership: solving problems & planning.
- Communication: superior ability to interact & communicate effectively, efficiently, & professionally.
- Accountability: able to offer & receive constructive feedback, & meet deadlines & commitments.
- Salesmanship: ambassador for The Coral team.
- Ownership: committed to the Coral mission, values, strategies, projects, & results.
- Problem Solving: ability to analyze an issue, develop a strategy for resolution, and gather the resources necessary to execute the solution.

## **Team Attitude:**

- Team player: willing and able to assist anyone in need of assistance or support in order to get a project completed in an accurate and timely fashion.
- Professional: appropriate appearance, behavior, interactions, respect, composure, language, and communication style.
- Initiative: inquisitive & willing to learn and grow; ability to take a project/task and own it; find better ways to accomplish goals when necessary; make certain a project/task is completely understood and confirm that understanding with the project/task originator.
- Sense of humor & good judgment.
- Last, but certainly not least, commitment, capacity & creativity.

## **And...**

The Administrative Assistant's position requires all communication, interaction, & tasks be completed in a professional and prideful manner. This Position Description is a summary of the Customer Service Associate responsibilities and is subject to changes, which may include additions or subtractions of responsibilities.

