



JOB DESCRIPTION

JOB TITLE: Customer Service/Administrative Assistant

REPORTS TO: Office Manager

Wage Range: \$18-\$22 DOE

LOCATION: Wadena, MN

Summary of the Job:

It is the primary responsibility of the Customer Service/Administrative Assistant to answer phone calls and greet customers and provide them with positive interaction to help achieve the company's mission and goals, and result in outstanding customer service while assisting in the office with daily deposits and accounting

The duties of the Customer Service/Administrative Assistant involve communications, office operations, recordkeeping, loading products for customers, and other duties as assigned by management. The Customer Service/Administrative Assistant will maintain a positive attitude that promotes teamwork within the office and a favorable image of the company.

Essential Functions/Principal Accountabilities of the Job:

1. Customer Service/Product Knowledge/Recordkeeping

This position involves being the primary person answering the phones and greeting customers promptly, entering customer tickets (Invoices, Receipts, Sales orders, or other documents) for payment of goods or services. Responsible for product knowledge for all products sold at the Wadena location. Provides business office clerical assistance to the general office staff.

2. Customer Service

- a. Answer phones
- b. Ethics- Treats people with respect; Keeps commitments; inspires the trust of others; Works with integrity and ethically; Upholds Organizational Values.
- c. Quality-Demonstrates accuracy and thoroughness; Looks for ways to improve and promote quality; Applies feedback to improve performance; Monitors own work to ensure quality
- d. Quantity- Meets productivity standards; Completes work in a timely manner; Strives to increase productivity; Works quickly.
- e. Safety and Security- Observes Safety and Security Procedures; Determines appropriate action beyond guidelines; Reports potentially unsafe conditions.
- f. Adaptability- Adapts to changes in the work environment; Manages competing demands; Changes approach or method to best fit the situation; Able to deal with frequent change, delays, or unexpected events.

- g. Dependability- Follows instructions, responds to management direction; takes responsibility for own actions; Keeps commitments; Commits to long hours of work when necessary to reach goals; Completes tasks on time or notifies appropriate person with an alternate plan.
- h. Innovation- Displays original thinking and creativity; Meets challenges with resourcefulness; Generates suggestions for improving work; Presents ideas for improving work in a manner that gets others' attention.

3. Accounts Receivable

- a. Assist in daily deposits and auditing of daily records
- b. Assist in preparing end of the month close-out of Accounts Receivable
- c. Assist in sending out monthly statements
- d. Check for unapplied credit memo's and payments
- e. Assist with Budget and Fuel Assistance accounts
- f. Ensure customers have current W9 and ST3 documents
- g. Assist setting up new customer Accounts

4. Maintain Office Records

- a. Reconcile cash receipts and verifies cash on hand
- b. Assist in maintaining an accurate record of all product sales and purchases
- c. Assist in maintaining an accurate record of all cash and credit transactions
- d. Filing of all customer transactions in a proper manner

5. Maintain Inventory

- a. Making supervisors aware of product needed to keep stock In retail store
- b. Keep retail store neat, orderly and clean
- c. Stock shelves, counters, or table with merchandise
- d. Stamps, marks or tags price on merchandise
- e. Assist with extending merchandise inventories
- f. Load feed and agronomy products in customer vehicles
- g. Fill propane cylinders
- h. Assist in accurate perpetual inventory records and assist in pricing and extending inventories.

6. Office Operations

- a. Assist in keeping sufficient inventories of sales tickets and office supplies
- b. Maintain office equipment and keep work area neat and clean
- c. Maintain daily a proper filing system of all patron purchases

7. Uphold cooperative policies

- a. Uphold all cooperative policies

8. Perform other duties as assigned by management

- a. Perform duties as requested by management

9. Enforce and Uphold the Cooperative's Credit Policy

- a. Make credit terms known to all customers and employees
- b. Do not charge to customers on COD
- c. Do not extend credit to customers who have not been approved for credit
- d. Keep all personal accounts current

10. Interpersonal Skills

- a. Problem Solving- Identifies and resolves problems in a timely manner; Gathers and analyzes information skillfully; Develops alternative solutions; works well in group problem solving situations; Uses reason even when dealing with emotional topics.
- b. Technical Skills- Assesses own strengths and weaknesses; Pursues training and developmental activities; Strives to continuously build knowledge and skills; Shares expertise with others.

Note: These are the major functions and accountabilities required of the position and are the predominant criteria by which performance will be assessed. *THIS ROLE WILL ALSO INCLUDE OTHER DUTIES AS ASSIGNED.*

Working Relationships, Autonomy, and Supervision:

The Customer Service/Administrative Assistant must interact regularly and appropriately collaborate with customers and company personnel

Work direction from: Office Manager

Required Qualifications, Experience & Knowledge (Minimum level of formal education required for competent performance of the technical duties; previous experience requirements; personal competencies & characteristics deemed necessary for success in the position:

1. Education and Previous Experience:
 - a. A High School Diploma or general education degree (GED), or 6 months related experience and/or training; or equivalent combination of education and experience.
2. Previous Experience:
 - a. A minimum of 2 yrs. related experience or equivalent combination of education and experience that demonstrates the ability to do the job;
 - b. Must have progressive track record in a bookkeeping function;
 - c. Accounting/Business experience (preferred)
3. Personal Competencies and Characteristics:
 - a. Strong interpersonal skills, with an ability to interact effectively and professionally at all levels within an organization;
 - b. Assertive, approachable, tactful, persuasive and possesses an ability to build strong business relationships with employees, management, customers and the general public;
 - c. Customer service oriented with an ability to objectively resolve conflict, problem solve, manage difficult customer situations and solicits feedback for future planning;
 - d. Resourceful, self-starter who works well with minimal supervision;
 - e. Ability to pro-actively identify areas for improvement
 - f. Well-organized, with excellent follow through and an ability to adapt to change, working well under pressure to meet deadlines;
 - g. Results-oriented, accurate and thorough with a commitment to accountability;
 - h. Understands and actively works with basic business concepts such as budgets, profit margins, revenue, and business impact;
 - i. General understanding of basic mathematics, such as adding, subtracting, multiplying and dividing and an ability to perform these operations using units of American money, weigh measurement, volume and distance;
 - j. Strong computer skills.

Physical Requirements of the Job:

Successful performance of this job requires the physical capacity to satisfactorily perform the activities noted below. Reasonable accommodations may be made to enable individuals with disabilities to perform essential functions.

- Frequent use of a computer and phone.
- Frequent standing, walking, sitting, talking and hearing.
- Frequently the employee must lift and/or move up to 50 pounds
- Vision abilities required include close, distance and the ability to adjust focus.
- Working at this facility entails continuous exposure to dirt, dust, dampness, airborne particles, extreme weather conditions and temperatures, heavy equipment and moderate noise levels, and other attributes common to such sites.

This Job Description does not constitute a written or implied contract of employment. The Company reserves the right to revise or change job duties and responsibilities as the need arises. Other duties may be assigned at any time, as needed, by management. Requirements are representative of minimum levels of knowledge, skills and experience required.

Print Employee Name:

Signature:

Date:

Supervisor/Manager Signature:

HR Signature:

