



TELECO Job Description

Position Title: Office Administrator

Position Reports To: Director of Operations

SUMMARY OF POSITION:

The administrative officer is responsible for the majority of administrative duties in the company. This person will manage employee records, organize files, answer calls, and provide support for the entire company. As Office Administrator, the ideal candidate will be highly organized and able to handle financial records and expenses.

KEY ACCOUNTABILITIES/ MAJOR JOB FUNCTIONS:

- Respond to telephone, email, website and walk-in contact in a timely and professional manner
- Maintain positive and professional staff and client relationships; welcome and greet clients and office guests
- Support office staff and executives with general operational tasks
- Suggest changes to office task workflow to improve efficiency
- Compile data from service orders and prepare invoices for WIP and completed jobs
- Compare vendor invoices against purchase orders and shipping and receiving documents to verify receipt of items ordered
- Review vendor invoices for payment and ensure that items are either billed to an appropriate service order or entered into inventory
- Effectively enter accounts receivable and accounts payable
- Complete commission reconciliations and prepare worksheets as required
- Ensure the strict confidentiality and privacy of financial records as they relate to **TELECO** and its business partners
- Provide back-up to the Service Coordinator
- Monitor office supplies; order and re-stock as needed
- Create, update, and maintain records and databases
- Update office policies and procedures and assist with Health and Safety duties
- Schedule company calendar events and update as needed
- Organize special functions and social events when required
- Prepare correspondence, documentation, or presentation materials
- Manage TELECO Partner Plans
- Work safely and not take safety risks
- Report unsafe conditions
- Ask about any concerns regarding health and safety



QUALIFICATIONS/REQUIREMENTS:

- Excellent written and verbal communication skills
- Excellent time management skills; ability to prioritize
- Willingness to learn and to grow with the company and motivated to take on additional projects and solve problems
- Self-directed and able to work without supervision
- Comfortable in both a leadership and team-player role
- Prior experience as office assistant, office administrator, or handling administrative responsibilities in a related field
- Highly organized multi-tasker who works well in a fast-paced environment
- Proficient computer skills, including Microsoft Office Suite (Word, PowerPoint, and Excel); scheduling appointments/updating calendars a must
- Diploma or Bachelor degree in business, administration, or related field preferred
- Demonstrated ability to accurately calculate, correct, and manage financial records
- Effective attention to detail and a high degree of accuracy
- Ability to meet set deadlines
- Strong work ethic and positive team attitude
- A high level of moral judgment for handling confidential information is a must

CORE COMPETENCIES:

- Customer-focused
- Team-oriented
- Problem solver
- Organized
- Strong communicator
- Committed

I, _____, have read and understood what is expected of me.

New Hire's Signature

Date

Direct Manager's Signature

Date