



Job Description

Job Title: Office Coordinator

Department/Division: Finance/HR

Reports To: Director of Finance/HR

Job Summary:

Central point of contact for external and internal clients of Carrier Access, Inc. Handle administrative duties for Finance/HR team and additional duties for leadership team as needed. Answer and direct incoming phone calls to proper department and/or individual. Perform special projects, other clerical and computer related duties as needed and/or requested. This position is a critical building block that contributes to the Carrier Access, Inc. team's success.

Responsibilities:

- Provide a five-star first impression for guests and clients, making them feel welcomed and comfortable.
- Interact with leadership team, sales and service departments in preparation and assistance of administrative documents.
- Handle confidential and non-routine information and explain policies when necessary.
- Organize corporate functions, meetings, and luncheons.
- Interact with customers and vendors assisting with on-site activities, trainings, luncheons and travel arrangements when needed.
- Create and maintain Administrative, HR and Finance processes.
- Act as Purchasing Coordinator, as needed.
- Work independently and within a team on special nonrecurring and ongoing projects.
- Schedule appointments and corporate travel.
- Handle incoming calls in a professional and courteous manner.
- Assist with AP/AR/HR functions.
- Prepare office supply orders, and submit to supervisor for approval.
- Cost analysis of projects assigned for most economical solution to company and client, if applicable.
- Handle incoming and outgoing company shipments and mailings.
- Distribute mail within office.
- Co-ordinate with vendors the maintenance of office equipment, cleaning and repair of facilities.
- Prepare and send out correspondence to clients as needed.
- Type and design general correspondence, memos, charts, tables, graphs, etc. Proofread copy for spelling, grammar and layout, making appropriate changes.
- Maintain company's inventory of headsets.
- Ready work stations for new employees.
- General housekeeping of common areas.
- Business Open/Close activities.
- Professional client-facing appearance and demeanor required.

- Maintain calendar and recurring reminders for future events and critical activities.
- Perform additional tasks as needed and/or requested to support the overall success of the Company.

Qualifications:

- High school diploma required with 2-4 years of related administrative experience.
- Exceptional computer proficiency with Microsoft Office Suite (i.e. Word, Excel, and Outlook).
- Superior communication skills (verbal and written, both internal and external to the organization) with the ability to actively listen to management, subordinates, peers, and clients in order to understand the points being made and ask questions as appropriate.
- Ability to work well individually, as well as part of a team.
- Timely, accurate and thorough follow up on all department and/or individual requests.
- Ability to problem-solve and think outside of the box to meet company expectations.
- Ability to rely on experience and judgment to successfully plan and accomplish goals.
- Ability to thrive in a fast paced, multi-tasked environment.
- Ability to prioritize tasks and display excellent time management skills.