



Office Staff

The Office Staff is responsible for assisting with business paperwork, computer work, and all necessary administration of company issues in accordance with company values, company policies and procedures. Customer-first attitude always prevails!

Job Duties:

Communication

- Organizes the communication - Clarifies purpose and importance in communication; stresses major points and follows a logical sequence.
- Adjusts to the audience - Frames messages in line with audience experience, background, and expectations; uses terms, examples, and analogies that are meaningful to the audience.
- Ensures understanding - Seeks input from audience; checks understanding; presents message in different ways to enhance understanding.
- Adheres to accepted conventions – Uses syntax, pace, volume, diction, and mechanics for effective written and verbal communication.
- Seeks input from audience; checks understanding; presents message in different ways to enhance understanding.
- Comprehends communication from others - Attends to messages from others; correctly interprets messages and responds appropriately.

Contributing To Team Success

- Facilitates goal accomplishment - Makes procedural or process suggestions for achieving team goals or performing team functions; provides necessary resources or helps to remove obstacles to help the team accomplish its goals.
- Informs others on team - Shares important or relevant information with the team.
- Models commitment - Adheres to the team's expectations and guidelines; fulfills team responsibilities; demonstrates personal commitment to the team.
- Establishes S.M.A.R.T. goals in line with company goals and values. Implements action plans with timelines with deliverables and measure results.
- Builds relationships – Learns the value of relationships and views building relationships as a critical success tool.

Professionalism

- Displays professional demeanor - Exhibits a calm appearance; does not appear nervous or overly anxious; responds openly and warmly when appropriate.
- Speaks confidently - Speaks with a self-assured tone of voice.
- Demonstrates honesty and integrity and keeps commitments.



Managing Work

- Prioritizes - Identifies more critical and less critical activities and tasks; adjusts priorities when appropriate.
- Makes preparations - Ensures that required equipment and/or materials are in appropriate locations so that own and others' work can be done effectively.
- Leverages resources - Takes advantage of available resources to complete work efficiently.
- Stays focused - Uses time effectively and prevents distractions from interfering with work completion.
- Reconciles discrepancies and inconsistencies swiftly with precision and accuracy.

Planning And Organizing

- Determines tasks and resources - Determines project or assignment requirements by breaking them down into tasks and identifying types of equipment, materials, and people needed.
- Schedules - Allocates appropriate amounts of time for completing own and others' work; avoids scheduling conflicts; develops timelines and milestones.
- Organizes work and workflows – Saving time and reducing non value-added steps.
- Accountability – holds self and others accountable for deadlines, assignments, etc.

Decision Making

- Identifies issues, problems, and opportunities - Recognizes issues, problems, or opportunities and determines whether action is needed.
- Gathers information - Identifies the need for and collects information to better understand issues, problems, and opportunities.
- Interprets information - Integrates information from a variety of sources; detects trends, associations, and cause-effect relationships.
- Generates alternatives - Creates relevant options for addressing problems/opportunities and achieving desired outcomes.
- Chooses appropriate action - Formulates clear decision criteria; evaluates options by considering implications and consequences; chooses an effective option.
- Commits to action - Implements decisions or initiates action within a reasonable time.
- Involves others - Includes others in the decision-making process as warranted to obtain good information, make the most appropriate decisions, and ensure buy-in and understanding of the resulting decisions.

Quality Orientation

- Follows procedures - Accurately and carefully follows established procedures for completing work tasks.



- Ensures high-quality output – Oversees personal and team job processes, tasks, and work products to ensure freedom from errors, omissions, or defects.
- Takes action - Initiates action to correct quality problems and notifies others of quality issues as appropriate.

Perform other duties as assigned. Adhere to the rules and regulations as set forth in the Employee Handbook.

Job Requirements:

- Education: High School Diploma or GED equivalent required.
- Experience: 2 years of experience in an office administrative position. Must be familiar with Microsoft Office. Must be able to communicate in English.