



**Code:** 2519

**Title:** Office Administrator

**Location:** Northridge, Ca

**Department:** Human Resources

**Description:** This position is responsible for increasing organizational efficiency and supporting the Company by coordinating with staff, Facilities Manager, vendors, consumers and others. This position will be responsible for answering and appropriately forwarding all incoming calls promptly and to the appropriate department or individual. Greet, screen, and direct visitors and clients to the appropriate individual. Present a professional image on the telephone and when greeting customers, employees, and visitors. This position will assist the HR Department, and other departments as needed, with general office management tasks.

**Responsibilities:**

- Reception: Maintain a professional and courteous corporate image in the reception area and in answering the main telephone line. Duties include, answering questions about the organization and other information as needed; welcoming on-site visitors, determining nature of business and announcing visitors to appropriate personnel; and monitoring visitor access when required according to company policies.
- Receive, sort, and distribute all incoming mail. Occasionally prepare special mailings such as certified letters, Express Mail, UPS, Federal Express, etc. Serve as primary contact for stamps. Stamp all outgoing mail. Obtain thorough knowledge of postage machine and meter in order to perform routine maintenance and repair minor problems. Must follow current postal rates and services.
- Train and relay information to relief operators as required.
- Establish and maintain receptionist systems that can be followed by relief personnel. Pass information on to phone back-up person (e.g. who is absent, out of the building, etc.). As so reception desk is never be left without proper phone coverage.
- Meetings: Arrange internal and external meetings when needed; coordinate conference rooms when needed; and assisting with catering requests.
- Scheduling: Maintain all conference room calendars and coordinating meeting and interview requests.
- Travel: Oversee relationships with local hotels and travel company, arrange travel for executives.
- Kitchen/Canteen: Maintain Corporate kitchen and Donor lounge, stock and supply orders (milk, coffee, paper goods, snacks, etc.)
- Office Supplies and Mail Room: Responsible for the stocking and cleanliness of the office supplies, own the relationship for postage and Fed Ex, distribute employee mail, keep stock and distribute stamps for employee purchase; make special post office trips as needed.
- Vendor Relationships: Serve as the liaison with facilities vendors and Facilities Manager.
- File Management: manage relationship with vendors, schedule pickups and monitor required facility inspections.
- Provide general administrative support as needed.



- Comprehend and effectively execute simple to complex instructions that are issued orally and/or in writing, including safety rules, operating and maintenance instructions and procedure manuals.
- Understand needs of department and organize files so that data is readily retrievable and usable.
- Proofread work so that final product is accurate and of high quality.
- Take initiative and work independently
- Performs other clerical duties as needed, such as filing, photocopying, binder creation, and collating.
- Maintains office services by organizing office operations and reviewing supply requisitions; and monitoring clerical functions.
- Responsible for inventory and tracking of all HR supplies.
- Tracking and data entry for different HR functions.
- Assist Human Resources Department as needed.
- Maintains the Phone Extension List and Employee Emergency Contact information.
- Other duties may be assigned.

**Supervisory Responsibilities**\_This position has no direct supervisory responsibility

**Requirements:**

- Discretion in handling confidential and sensitive matters
- Handle customer and external calls with poise and courtesy. Take accurate messages and relay calls appropriately
- Interface in a professional, positive and effective manner with customers, visitors and coworkers, both personally and telephonically.
- Be able to impart information, instruct, answer inquiries, and interpret orders.
- Know when to seek caller assistance immediately.
- Maintain composure, think clearly, and performs well under pressure
- Proficient use of Microsoft Office products including Word, Excel, Outlook, and PowerPoint.
- Ability to quickly learn new software programs as needed.

**Education, Experience and Licensure**

- High school diploma or comparable education, required.
- 3 -5 years recent receptionist and/or administrative support role with office functions.
- Excellent phone answering skills and ability to handle multiple calls simultaneously
- Must have effective written, oral communication and listening skills.
- PC skills: knowledge and proficiency with quick and accurate typing skills
- Ability to exercise good judgment on highly sensitive and confidential matters
- Ability to work independently with minimal direction, strong organizational skills and attention to detail, ability to prioritize and multitask
- Performs miscellaneous job-related duties as assigned

**Pay Range:** BOE



**Posted Date:** December 20, 2018

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