

INTERNAL JOB POSTING/ POSITION ANNOUNCEMENT

Job Title: Office Administrator-0061-18
Location: Long Island City, NY
Reports to: General Manager
FLSA: Full-time/Hourly

The Role:

Responsible for overall front office activities, including operating multiline telephone system to answer incoming calls and directs callers to appropriate personnel, sorting and distributing mail, invoicing office jobs and providing administrative support to the office as required.

Essential Functions

- Retrieves messages from voice mail and forward to appropriate personnel
- Answers incoming telephone calls, determines purpose of callers, and forwards calls to appropriate personnel or department, or take message when staff are unavailable.
- Assist with communications that are sent out to customers and deal with each client in a professional manner regardless of the situation.
- Inspect job files submitted as ready to bill by account managers and work with accounting to invoice the jobs, including via credit card and/or email.
- Work with transportation to complete paperwork.
- Answer cold calls on a rotational basis with other CSR's and field questions as they come in
- Identify client's needs and matching this with the appropriate level of service in addition to advising clients on the range of services provided by Artex.
- Identify what resources are available both internally and externally to direct the customer's requests in a timely, efficient and economical manner.
- Welcomes on-site visitors, determines nature of business, and announces visitors to appropriate personnel, provide visitor access and issues passes when required
- In coordination with Storage Manager and/or Warehouse Manager, provides access to clients for viewing room bookings
- Receives, sorts, and routes mail, and maintains and routes publications
- Manages the reception area to ensure effective telephone and mail communications both internally and externally to maintain professional image.
- Supervises the maintenance and alteration of office areas and equipment, as well as layout, arrangement and housekeeping of office facilities.
- Orders, receives and maintains office supplies; negotiates the purchase of office supplies and furniture, office equipment, etc., for the entire staff in accordance with company purchasing policies and budgetary restrictions.
- Oversees the purchasing of travel arrangements in form of flights, train tickets, rental cars, taxis, etc. for employees and clients as needed.
- Performs other incidental and related duties, including assisting other departments with administrative tasks and special projects as required, filing, photocopying, and collating, and mailings and assigned.

Problem Solving

- Duties and tasks are standardized.
- Recognizes and resolves standard questions/problems.
- Identifies root cause(s) for some problems.
- Refers more complex questions/problems to higher levels.

Decision Making

- Receives general guidance for standard work.
- Work is generally performed according to past practice, standard procedures and/or detailed oral or written instructions.
- Recurring decisions are required and made within an established framework of defined procedures.
- Non-routine work is generally reviewed or errors are easily picked up within the department.
- Inappropriate decisions or errors typically cause minor delays and cost increments, and generally do not affect the completion of programs and/or projects of major importance to the organization.

EDUCATION:

- Associates degree or experience/education equivalent to appropriate two-year college program.

WORK EXPERIENCE:

- 2 years related professional office/receptionist experience/customer service.
- Demonstrated proficiency in of MS Office suite and database systems preferred

JOB SPECIFIC ATTRIBUTES/SKILLS:

- Demonstrated working knowledge of administrative functions to include working knowledge of mail processes such as postage machine, FedEx and UPS;
- Strong organization skills;
- Pleasant speaking voice; well-developed interpersonal and effective written communications skills.

PHYSICAL REQUIREMENTS:

While performing the duties of this job, the employee is regularly required to sit. The employee is occasionally required to stand; walk; and use hands. Specific vision abilities required by this job include close vision and ability to adjust focus. Reasonable accommodation may be made to enable individuals with disabilities to perform the essential functions.

HOW TO APPLY:

Please send resume to ashleybrown@crozierfinearts.com with "0061-18 Office Administrator" in the subject line.

Consideration will be granted Only to those who possess the minimum requirements as stipulated. Protected Veterans are encouraged to apply. Crozier is a federal contractor and an EOE AA M/F/VET/DISABLED employer. All qualified applicants will receive consideration for employment without regard to race, color, religion, gender, national origin, medical condition or disability or protected veteran status.

NOTE: The job description is not intended to be all-inclusive. Employees may be assigned other related duties to meet the ongoing needs of the organization.