

## **Customer Service Administrative Assistant**

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### **Statement of Duties**

The incumbent receives and directs visitors; screens and processes telephone calls and emails; manages lobby area, conference rooms and service kitchen; maintains the Commerce Corporation conference room schedule; schedules and coordinates logistics associated with internal and external meetings and events; inputs basic spreadsheet data and cleans and organizes electronic data and files. In addition, the incumbent provides administrative support to Commerce Corporation staff as needed.

### **Position Functions**

*The essential functions and duties listed below are intended only as illustration of the various types of work that may be performed. The omission of specific statements of duties does not exclude them from the position if work is similar, related, or a logical assignment to the position. This is a full-time in-office position.*

### **Essential Functions**

#### **Customer Service (50%)**

1. Greet all guests as they enter the Commerce Corporation lobby in a friendly and professional manner and directs appointment to appropriate meeting rooms.
2. Manage multi-line telephone system, distributing in-coming calls in an efficient, courteous and timely manner. Offers a variety of routine information. Refers inquiries to appropriate department or individual as required.
3. Monitor email accounts. Read through and forward to the necessary employees to handle.
4. Manage the Commerce Corporation conference rooms schedule, maintaining the readiness of conference rooms for both internal and external business meetings. Work with Facilities Assistant ensuring the room is set up properly for the next meeting. When conflicts arise, proactively troubleshoot to find a resolution.
5. Manage the Commerce Corporation lobby and three conference rooms, keeping them neat and professional throughout the day. Post public meetings in the lobby, maintaining a current display for public viewing. Manages the service kitchen, keeping an inventory and restocking supplies as required.
6. Staff the reception desk for all public meetings, specifically the RI Commerce Corporation monthly board meetings, which occur after normal business hours.

#### **Administrative Assistance (50%)**

1. Perform various administrative duties to include scheduling and coordination of internal and external, large and small-scale meetings and conference calls; prepare and maintain procedural reports and documents specific to divisional needs; prepare internal travel reports and expenses for various department heads and staff; filing and maintenance of office records and reports, both electronically and hardcopy; and screen phone calls.
2. Assist with special projects and tasks as requested.

## Key Competencies

- **Professional Communications:** Speaks clearly, precisely, and in a cordial and well-organized manner to best convey information to internal and external stakeholders and constituents. Comfortable communicating with external high-level business and community leaders and state and local government officials, as well as with colleagues within the Commerce Corporation and its partners both internally and externally
- **Dependability & Flexibility:** A reliable colleague who can lean into different projects to support team members; able to shift gears as needed to ensure all essential functions are completed daily.
- **Attention to Detail:** Focuses on the small things; ensures all inquiries are answered and all tasks are completed as crisply and professionally as possible.
- **Curiosity:** Interested in the work of RI Commerce and the various programs and initiatives we have; willingness to learn and to understand the various supports available to RI businesses offered by Commerce.

## Qualifications and Skills

- A minimum of an associate degree or equivalent combination of education and clerical experience.
- Strong organizational skills and the ability to manage multiple assignments concurrently.
- Strong interpersonal skills and the ability to work in service of a larger organizational mission.
- Attention to detail and ability to work with sensitive and confidential information.
- Proficiency in Microsoft Word, Excel, PowerPoint and Outlook.

*Rhode Island Commerce Corporation is an at-will employer; no employment contracts exist.*

*The Rhode Island Commerce Corporation (the 'Corporation') is an Equal Opportunity Employer. The Corporation does not discriminate on the basis of race, religion, color, sex, gender identity, sexual orientation, age, non-disqualifying physical or mental disability, national origin, veteran status or any other basis covered by applicable law. All employment is decided on the basis of qualifications, merit, and business need. The Corporation will not tolerate discrimination or harassment based on any of these characteristics.*

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To be considered for this position, please apply at:

<https://secure.yourpayrollhr.com/ta/co8056.careers?ShowJob=604111240>