



# Administrative Assistant/Receptionist

**TEAM: Customer Service**

**TEAM LEADER : Dana Alixander**

## **OVERVIEW**

The Office Administrative Assistant/Receptionist serves as one of the primary points of contact for internal and external constituencies. Also acts as a liaison to all Eden Labs employees and the CEO. The ideal individual will have the ability to exercise good judgment in a variety of situations, with strong written and verbal communication, administrative, and organizational skills, and the ability to maintain a realistic balance among multiple priorities. The Office Administrative

Assistant will have the ability to work independently on projects, from conception to completion, and must be able to work under pressure at times to handle a wide variety of activities and confidential matters with discretion.

## **RESPONSIBILITIES**

- Screening sales calls, vetting and entering details into CRM for salesperson follow-up.
- Greet clients and visitors as needed.
- Strong CRM database and website skills.
- Complete a broad variety of administrative tasks; Answer a multi-extension front desk phone system, filing, scanning, and printing.
- Prioritize conflicting needs. Handle matters expeditiously, proactively and follow through to successful project completion, often with deadline pressures.
- Performing office and administrative duties to assist executive management when needed.
- Customer relations as required.
- Map out and communicate daily agenda, ensuring schedule is followed and respected.
- Know who to contact when and understand company structure.
- Screening calls, expense management, managing calendars, making travel, meeting and event arrangements for CEO.

## **REQUIREMENTS**

- Strong organizational skills that reflect the ability to perform and prioritize multiple tasks seamlessly with excellent attention to detail.
- Very strong interpersonal skills and the ability to build relationships with staff, external partners and associates.
- Strong phone presence with ability to dissect details to complete sales qualification details.
- Expert level written and verbal communication skills.



## Administrative Assistant/Receptionist

- Demonstrated proactive approaches to problem-solving with strong decision-making capability.
- Emotional maturity.
- Highly resourceful team-player, with the ability to also be extremely effective independently.
- Proven ability to handle confidential information with discretion, be adaptable to various competing demands, and demonstrate the highest level of customer/client service and response.
- Demonstrated ability to achieve high performance goals and meet deadlines in a fast paced environment.
- Forward looking thinker, who actively seeks opportunities and proposes solutions.

**DISCLAIMER:** This is not necessarily an exhaustive list of all responsibilities, duties, skills, efforts, requirements or working conditions associated with the job. While this is intended to be an accurate reflection of the current job, management reserves the right to revise the job or to require that other or different tasks be performed as assigned.