

## Franktronics, Inc.

### Office Assistant

<b>JOB TITLE:</b>	<b>Office Assistant</b>	<b>JOB FAMILY:</b>	Administrative
<b>JOB TYPE:</b>	<b>Part Time</b>	<b>EEO CODE:</b>	Office Assistant
		<b>EFFECTIVE DATE:</b>	July 2023

#### JOB SUMMARY

The primary objective of the Office Assistant is to assist staff in performing administrative functions. Good verbal and written communication skills are required to properly document work, report problems to management, and discuss issues with customers.

#### ESSENTIAL DUTIES AND RESPONSIBILITIES:

- Communicate verbally and in writing between customers/visitors and relevant staff. Interpret and respond clearly and effectively to spoken requests over the phone or in person, and to verbal or written instructions.
- Establish and maintain effective working relationships with co-workers, supervisors and the general public.
- Type and word-process various documents and electronic information.
- Arrange and participate in meetings, conferences and team activities.
- Perform duties in an efficient, professional and courteous manner.
- Perform office tasks such as answering phone; scheduling appointments; maintaining calendar; screening calls/visitors; cleaning; preparing forms; preparing and assembling presentation materials.
- Perform retail tasks including sales, processing credit cards, open/closing of office and counting back cash. Checking in computers for repair. Checking out computer and taking payments.
- Stocking and arranging inventory.
- Provide own transportation to and from office and to be on-time
- Other duties as assigned.

#### SUPERVISION RECEIVED AND EXERCISED

Work autonomously most of the time. Some opportunity to vary work steps and in deciding appropriate procedures, guidelines and methods to apply exists. Supervised less closely during execution, but end results are still reviewed.

#### EDUCATION AND EXPERIENCE REQUIREMENTS

High school diploma and some formal computer training or equivalent combination of education and experience. Experience working with the public and prefer retail experience.

## **KNOWLEDGE, SKILLS, AND ABILITIES REQUIREMENTS**

This position is found in multiple departments and may require any combination of the following knowledge, skills and abilities.

### **Office Machines & Technology:**

Operates some or all of the following office machines/equipment:

- PC/printer
- Application software: Windows Operating systems, Microsoft Office, QuickBooks, etc.
- Adding machine/calculator, scanners and Fax machine
- Office phone system
- Point of Sale equipment like credit card readers, bar code scanners and cash drawers.

### **Decision Making**

Makes decisions on what needs to be done based on established guidelines, but which need to be adapted for varying situations. The supervisor provides guidance as to selection of proper procedures to follow and assures that the work is accurate and in compliance with instructions and established procedures.

### **Abilities**

- Read/write sufficient to file, proof and edit routine office correspondence, reports and forms.
- Perform arithmetic calculations (addition, subtraction, multiplication, division).
- Establish and maintain effective working relationships as required by specific job duties.
- Apply moderately complex oral or written instructions/guidelines to varied situations.
- Act independently and know when to refer situations to higher level of authority.
- Maintain confidentiality of working information.
- Apply existing procedures to similar situations.
- Demonstrate PC proficiency sufficient to effectively perform job duties.
- Understand and apply the functionality associated with application software to perform job duties.

## **PHYSICAL DEMANDS**

The physical demands and work environment described here are representative of those that must be met by an employee to successfully perform the essential functions of this job.

Work involves walking, talking, hearing, using hands to handle or operate objects, tools, or controls, and reaching with hands and arms. Vision abilities required by this job include close vision and the ability to adjust focus.

The employee may be required to push, pull, lift, and/or carry up to 40 pounds.

## **Hiring Protocol**

To be considered for hire you must completely fill out a Franktronics Application and submit with your resume.

Successful applications may have a phone interview followed up by a physical interview at Franktronics. After two-month employment you will be evaluated.

Annual evaluations are given.

Per code of Virginia, Section 2.2-4312, Franktronics is a Drug-Free Workplace.

Per code of Virginia, Section 2.2-4311, Franktronics will not discriminate against any employee or

applicant for employment because of race, religion, color, sex, national origin, age or sexual orientation.

Successful applicants must agree to a criminal history check, driving record check and random drug testing as deemed necessary by management.

Part-Time position, 20-28 hrs. a week with a salary range of \$12.50-15.5/hr.

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