



Job Title: Customer Service/Administrative Assistant

Company: VAULT LLC

Department: Administration

Salary: Depending on Experience

VAULT is looking for a responsible Customer Service/Administrative Assistant to perform a variety of administrative and clerical tasks. Duties include providing support to our clients, managers, and employees, assisting in daily office needs and managing our company's general administrative activities. The ideal candidate should have excellent oral and written communication skills and be able to organize their work using tools, like MS Office, Quickbooks, and other office equipment. Duties include but are not limited to:

- Following up with new customer orders
- Following up with customers who had/have issues
- Calling customers who have not ordered in a while
- Calling customers about new products
- Setup new customer accounts
- Answer incoming phone calls
- Filing
- Perform misc. office duties and projects as needed for various departments
- Run errands

Will assist with shipping and filling in if people are out

- The right person will be able to multi-task and not only learn the duties and tasks but go beyond to have a full understanding in order to engage customers or be able to know the right things to suggest or say.
- Must have an administrative background or degree in this field.
- Must be personable and can manage upset customers.
- Pleasant phone voice and etiquette.
- Must have above average Office skills. Especially, Outlook-making calendar appointments, knows how to organize email into folders, set/send tasks, and etc.

Job Type: Full-time

Required education:

- High school or equivalent