



Job Title: Customer Service – Administrative Assistant
Reports to: Staff Accountant & Manager, Customer Service Team
Department: Office
Schedule: Monday – Friday, 8:00 am to 5:00 pm

Summary: As a member of the Customer Service Team, the most important thing the Administrative Assistant can bring to this role is a passion for helping people. You will be supporting both Elite’s external customers – accounts and suppliers - as well as our internal resources - our employees. There is no script, your interactions will be diverse so you’ll need to be able to adapt to the various tasks and styles accordingly. This position provides overall administrative support within the fields of Accounting and Human Resources, while still maintaining and providing for the larger service role this position plays within the Customer Service Team.

The job is fun and fast paced, so it will require excellent communication, time and task management skills. This position is expected to participate in an atmosphere that promotes trust, creativity, open and honest feedback, accountability, and personal development.

Minimum Requirements

To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed below are representative of the knowledge, skill, and/or ability required. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

- **Language Ability:** Ability to read and interpret documents such as operating instructions, and procedure manuals. Ability to write routine reports and correspondence. Ability to speak effectively before groups of suppliers or employees of organization.
- **Math Ability:** Ability to calculate figures and amounts such as discounts, interest, commissions, proportions, percentages, area, circumference, and volume. Ability to apply concepts of basic algebra and geometry.
- **Reasoning Ability:** Ability to apply common sense understanding to carry out instructions furnished in written, oral, or diagram form. Ability to deal with problems involving several concrete variables in standardized situations.
- **Computer Skills:** Working knowledge of word processing software; spreadsheet software; inventory software; and order processing systems. Microsoft office suite of products including Word and Excel, and database software.

- Education/Experience: High school diploma or general education degree (GED); and one to two years related experience and/or training; or equivalent combination of education and experience.
- Professional Skills: Ability to collaborate and work well with others in a fast paced team-focused environment. Professional attitude and a strong attention to detail and accuracy.
- Certificates and Licenses: Valid driver's license. U.S Citizenship or valid work permit issued by the U.S. Immigration.

Essential Duties:

- First line of support in greeting all guests coming into the building. Create a welcoming environment, consistently maintaining the culture and values of Elite Brands.
- First line of support for the multi-line phone system, answering all incoming calls by the second ring. Direct calls to appropriate personal or assist caller as needed.
- General Administrative Support, including:
 - Open Mail – process accordingly recognizing that some items are confidential; Run calculator tape for any checks received.
 - Maintain filing system. Files should be organized, accessible and up-to-date. Purge files on a regular basis and creating new filing systems as needed.
 - Maintain all office & kitchen supplies, ordering as needed.
 - Shipping – FedEx/UPS
 - Welcome Signs
 - Birthday Cards
- Assist Executive Assistant with human resources or event-related tasks.
- Assist Accounts Receivable with check processing and depositing.
- Provides ongoing support for special projects.
- Other related duties, as assigned.

As a representative of Elite Brands of Colorado, it is critical that you present in a professional and courteous manner to all employees and customers!

Work Environment:

The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

While performing the duties of this job, the employee is occasionally exposed to work near moving mechanical parts; outdoor weather conditions, vibration, work in high, precarious places; fumes or airborne particles; extreme cold (non-weather); risk of electrical shock.

The noise level in the work environment is usually moderate.

Physical Demands:

Physical Demands must be met by employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions. While performing the duties of this job, the employee is regularly required to stand; walk; sit; use hands to finger, handle, or feel; reach with hands and arms and talk or hear. The employee must occasionally lift and/or move up to 15 pounds. Specific vision abilities required by this job include close vision, distance vision, peripheral vision, depth perception and ability to adjust focus. The employee is occasionally required to climb or balance and stoop, kneel, crouch, or crawl.

Application Deadline: open until filled

How to Apply: If you meet all job qualifications and would like to apply for this position, please email a short cover letter mentioning your qualifications and your resume to Julie Gore at jgore@elite-brands.com