

# Client Relations Administrative Assistant

Job Description/Task Requirements



**Department:** Client Relations

**Reports to:** Manager of Client Relations

**Note:** At Service West, we provide a team-family environment that promotes safety, personal growth, opportunities for advancement and achievement. Critical to our continued success is hiring team-family members that are an exceptional fit with our company culture. We have high standards for our management and employee teams and we strive to live our Cultural Pillars and Value Proposition on a daily basis.

## Cultural Pillars

HEART => Humility / Execution / Accountability / Respect / Trust

Provide the Ultimate Customer Experience / Amaze and Delight our customers

Continuous improvement through employee empowerment and customer collaboration

Great results from well-planned and safe work

Team-based family environment with opportunity for ALL

## Value Proposition

At Service West, we deliver great quality work and services by anticipating service requirements, proactive planning and problem-solving, communicating professionally, and delivering seamless project execution all while building winning and long lasting relationships with our customers.

## Basic Function

As the Client Relations Administrative Assistant, you will have be the first point of contact for anyone entering our office. Its core responsibilities are customer service and front desk traffic management as well as supporting the Manager of Client Relations.

**Specific Responsibilities and Duties include but are not limited to:**

### ***Client Relations:***

- Answering the main office phone line and handle general questions.
- Greet visitors when they walk in and manage mail/deliveries.
- Assist with general administrative functions as assigned.

*\*Please note this job description is not designed to cover or contain a comprehensive listing of activities, duties or responsibilities that are required of the employee for this job. Duties, responsibilities and activities may change at any time with or without notice.*

***Administrative Support:***

- Support the client relations team on all admin functions.
- Provide analytical and administrative support for the Manager of Client Relations.

***Requirements:***

- High school diploma or general education degree (GED); one to three months related experience and/or training; or equivalent combination of education and experience.
- Previous Administrative Assistant experience required.
- Excellent verbal, communication, and interpersonal skills
- Analytical
- Detail Oriented
- Must have strong Word, Excel and organizational skills (Intermediate level skills)
- Possess a strong work ethic and a high level of professionalism to represent the company in a positive manner
- Ability to maintain regular attendance and punctuality relative to daily work schedule is required
- Be a team player and handle multiple projects simultaneously in a fast-paced environment

**\*Background check and drug screening required for employment\***

***\*Service West is committed to the principle of equal employment opportunity for all employees and to providing employees with a work environment free of discrimination and harassment.***