

Job Identification

Job Title: Office Administrator / Receptionist
Division: Bailey West Inc.
Department: Administration
Reports to: Plant Manager

Job Purpose Summary

As the Office Administrator/Receptionist, you will be the first point of contact for our company and offering administrative support for the organization. This includes coordinating and communicating office activities, greeting and screening visitors, answering and referring inbound telephone calls, and invoicing.

Responsibilities and Accountabilities

The responsibilities and accountabilities of the position include but are not limited to the following:

- As a front-line worker, present a positive and professional image of the organization to all visitors, suppliers, inquiries, and other interactions.
- Answer phones quickly, professionally, courteously and directs incoming calls to appropriate individuals.
- Refer all inquiries to the appropriate individuals, divisions, or departments across the organization.
- Ensure reception area is tidy and presentable.
- Organize, maintain, and coordinate office records and files in their proper locations.
- Where necessary, assist in compiling data for various reports.
- Administer and manage inbound/outbound mail, including priority post, packages, courier services, and other correspondence.
- Receive and fill out receipts for third party payments, whether by cash, check, credit, and other forms of payment.
- Post and reconcile customer payments to A/R ledger.
- Prepare and deposit daily A/R bank deposits.
- Review all credit balances, refunds, and adjustments, and apply adjustments and/or corrections to corporate billing records.
- Balance daily A/R batches; prepare reports and statistics to appropriate members of management.
- Ensure the strict confidentiality and privacy of financial records as they relate to the organization and its customers.
- Form collection strategies to mitigate customer objections to making timely A/R payments.
- Investigate collection problems and advise customers on corporate A/R policies and procedures.
- Make arrangements for payment of outstanding and late accounts; escalate transfer to Delinquent Accounts or outside collection agency as necessary.
- Investigate and resolve billing discrepancies or misapplied cash transactions.
- Set-up and maintain customer ERP and EDI accounts.

- Record purchase invoices into Syteline.
- Record production in Syteline and Access.
- Order and maintain levels for office supplies.
- Participate in the company's quarterly inventory count.
- Maintain a high standard of professional knowledge, ethics and practices when dealing with customers, suppliers, peers, subordinates, supervisors and other key stakeholders of the company.
- Conduct oneself in a professional manner that reflects integrity and respect towards customers, suppliers, peers, subordinates, supervisors and other key stakeholders of the company.
- Understand, support and adhere to the company's health and safety policies, programs and procedures by communicating and promoting health and safety awareness to coworkers and subordinates.
- Other responsibilities and accountabilities as assigned by the Divisional Administrator.

Qualifications

- Must be proficient in Microsoft Office.
- Must have exceptional organizational skills and written and verbal communication skills.
- Must have exceptional customer service skills.
- Self-Starter with the ability to work in a fast-paced environment.
- Experience using SAP within the manufacturing industry would be preferred.

Working Conditions

- Good hearing required for extensive telephone use.
- Overtime as required.