

FIRST INTERSTATE

P R O P E R T I E S , L T D .



First Interstate Properties is currently hiring for a Front Desk **Office Assistant**. This is a full-time position. Individual must have a college degree and 1 – 2+ years of clerical experience; reception and customer service experience is a plus. Reception duties including answering phones and greeting guests are a key component of this position. The Office Assistant is also a key component of coordinating IT matters with an outside IT firm. Interested candidates should be familiar with common IT terminology (e.g. “router,” “server,” “USB”).

Additional qualifications include a professional demeanor, excellent phone and computer skills [including Microsoft Word, Excel, and Outlook], ability to multi-task and work for several staff members within a department, and possess outstanding written and verbal communication skills. Only highly reliable candidates with exemplary attendance and punctuality records will be considered. Candidates must be able to produce accurate and timely work within a fast-paced work environment. Experience with Quickbooks accounting software is a plus.

Please respond with cover letter, resume, and salary requirements to info@first-interstate.com or mail to:

First Interstate Properties, Ltd.
Attn: Human Resources
25333 Cedar Road, Suite 300
Lyndhurst, OH 44124

Full job description - Office Assistant, Front Desk

As of March 2019

Reports to: Office Manager

Office Management Department

- Support and facilitate the work and activities for the Office Manager including, but not limited to, performing administrative tasks, contacting vendors, running errands as needed.
- Generate monthly invoices for the Office Manager (e.g. rent and marketing fees) and annual invoices (e.g. insurance procurement fees), as well as any additional invoices as requested by the Office Department.
- Assist with specific areas of the staff Wellness Program such as the monthly kitchen displays and yearly wellness bags.

Liaison, Outside IT Support

- Attend the weekly IT briefings with Mike Jackson (outside IT support) and the Office Manager.
- Create support tickets for employees in the NMJ Technology LLC service portal.
- Directly contact Mike Jackson when necessary. Act as his representative when there is "layperson" IT work within the office that needs to be addressed.
- Update the Office IT Task List of non-outside support tasks.
- Notify Mike Jackson of the Emergency Pager schedule and when it is time to change who is on duty.
- Assign and activate the employee access cards and key fobs.

Front Desk Administration

- Assist with assembling books to be bound, or any special projects as needed (e.g. File/Storage Room Inventory, scanning projects, etc.).
- Review and update the Front Desk Manual. It must be current at all times.
- Train new staff on front desk phones and responsibilities as needed.
- Complete a quarterly walk through of the office with the office cleaning company's representative.
- Contact Maintenance when boxes prepared by the Office Assistant are ready to be taken down to storage.
- Provide clerical/administrative support for staff members as needed.
- Successfully oversee and complete the tasks outlined on the front desk duties checklist.

Essential Skills:

Excellent verbal skills and experience answering phones

Excellent written skills – grammar, spelling

Proficient user of Microsoft Office (Outlook, Word, Excel) and Internet

Experience with standard office equipment – copiers, printers, scanners

Typing experience – preferably 40+ wpm

Ability to work across multiple departments and prioritize to meet multiple demands

Ability to prioritize workload to meet departmental needs while shifting between duties

Familiarity with common IT terminology (e.g. "router," "server," "USB")

1 – 2+ years' experience in an office setting, preferably performing clerical or admin support