



Bay State Milling Job Description

Job Title: Administrative Assistant
Department: Admin
Reports To: Operations Manager
FLSA Status: Hourly
Prepared By: Garen Nightengale
Revised Date: 1/15/2019

SUMMARY

The successful candidate will be responsible to manage the day-to-day administrative responsibilities while promoting exceptional service, as well as provide support to Customer Service, Operations, Quality Assurance and other departments as directed. The person filling this role is expected to be a hands-on, valuable contributor to the successful management of our internal processes, policies and services. This role is critical to the success of Bay State Milling in meeting and exceeding internal and external customer satisfaction.

ESSENTIAL DUTIES AND RESPONSIBILITIES *include the following. Other duties may be assigned.*

- Ability to work with all levels of personnel and contribute to a cohesive, high-performing team with a strong business focus to ensure a proactive, professional approach in working with both internal and external customers.
- Receives, screens, routes and or/responds to incoming phone calls
- Responsible for receiving, announcing and directing visitors
- Responsible for ordering and/or picking up lunches for office meetings
- Responsible for weekly pick up of miscellaneous office needs such as water, soda, coffee, etc.
- Responsible for maintaining, purchasing and stocking kitchen and office supplies including maintaining the copier, printer and fax machine supplies.
- Processes incoming and outgoing mail and packages
- System entry of sales orders/contracts and purchase orders/contracts
- Maintain customer correspondence and receivable files.
- Verify daily sales confirmations for accuracy.
- Supports and assists various internal departments, as needed (Ops, QA, CS, HR)
- Effectively manages multiple tasks with competing priorities while meeting established deadlines
- Identify process gaps and drives continuous improvement
- Perform other duties, responsibilities and special projects, as assigned

QUALIFICATIONS 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.

- Energetic self-starter with a proven ability to excel in a changing environment.
- Excellent interpersonal, verbal communication skills and proven ability to maintain high customer service
- High attention to detail with precision and accuracy
- Strong prioritization and time management skills
- Strong problem solving and critical thinking skills
- Proven ability to build and support teamwork
- Exhibits a strong ability to handle multiple demands with a sense of urgency, drive and energy.
- Quickly embraces, learns and applies new technology and/or procedures
- Flexibility and agility
- Outstanding follow-through, time management and planning skills to deliver results
- Ability to work overtime, as required

EDUCATION and EXPERIENCE

High school diploma or general education degree (GED) is required. Need to have good PC, math, writing and reading skills. Minimum one (1) to three (3) years related experience in a warehouse environment; or any equivalent combination of acceptable training, education, and experience.

LANGUAGE SKILLS

Ability to read and comprehend instructions in English and reply in writing or verbally.

MATHEMATICAL SKILLS

Ability to work with basic mathematical concepts. Ability to apply concepts such as fractions, percentages, ratios, and proportions to practical situations.

PHYSICAL DEMANDS the physical demands described here are representative of those that must be met by an 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.

Work is performed primarily indoors. This position does require communication and distribution of various items for warehouse personnel whereby exposure to odors associated with our product will be encountered.

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 infrequently exposed to hot or humid conditions, moving mechanical parts, and airborne particles caused by grain handling, milling and ingredient blending. The noise level in the mill environment is usually loud. The noise level in the office work environment is usually quiet to moderate and will be the primary work area.