

Gosiger, Inc., one of the nation's largest machine tool distributors, is a third-generation, family owned business, founded in 1922 and headquartered in Dayton, Ohio.

ADMINISTRATIVE ASSISTANT

WEST DIVISION • KENT, WASHINGTON

Under minimal supervision, position performs administrative support and receptionist support services. Incumbent is responsible for providing back up support to the Sales/Contract Administrator job functions and providing support to Engineering and Service. Incumbent provides assistance and support requiring the exercise and application of judgment, confidentiality, decision-making, knowledge and experience. Incumbent operates with independent initiative utilizing strong planning and organization skills. In performing all job functions, the incumbent places an emphasis of teamwork, quality and internal/external customer satisfaction.

Essential Responsibilities and Accountabilities:

1. Performs confidential administrative assistance and support to the sales, service and engineering teams. Provides confidential administrative support to the Executive Director.
2. Maintains correspondence, reports, information files and appropriate follow-up files. Maintains data efficiently and systematically for easy retrieval and follow-up; for Service Administration, Management and Engineering.
3. Maintains a working knowledge of the data/information to notice inconsistencies, trends or issues and flags data or directly notifies sales management.
4. Receives and screens all incoming switchboard call; Southern California, Northern California and Northwest locations. Takes detailed messages and or routes call appropriately. Greets customers. Emphasis is placed in customer Satisfaction and ensuring the first impressions are positive and supportive.
5. Receives, reviews and processes Expense Reports and prepares for approvals.
6. Responsible for Service administration:
 - a. Quotation/Sales Materials Assembly
 - b. Service Travel Arrangements
 - c. Service Manager Data Base maintenance and management including data entry
 - d. Maintains Payroll Timesheets
7. Responsible for Customer Service:
 - a. Miscellaneous incoming Customer Service functions
 - b. Qualify Service Department Calls prior to forwarding
 - c. Coordinate and schedule all new machine installs
 - d. Provides install preparation information to customer prior to install
 - e. Liason between sales, service and applications.
 - f. Quote and Track all retrofits and rebuild jobs
 - g. Maintains quotes and tracks all warranty and exchange parts orders

- h. Provides support and assistance to special customer events
 - i. Prepares training manuals and materials for customer classes
 - j. Provides assistance and support for shipping and receiving
 - k. Performs local support and coordination for phone system.
8. Provides back up support for sales/contract administration:
- a. Quotation process and procedures.
 - b. Tracks incoming requests for quotation – distributes Quote reports weekly, prepares and distributes quotations, organizes and maintains quotation files, prepares weekly update of order forecast, reviews forecast weekly with Division President or Sales Manager for accuracy and changes, Updates and maintains all price lists.
 - c. Process management of all related activities to the Order Administration Process ensuring accuracy; creates and maintains sales order packets, maintains log of change orders and distribution, reviews incoming orders for accuracy, completeness and compliance to selling terms.
 - d. SalesLogix Administration; responsible for maintaining data base, running reports, training incoming sales Engineers, maintaining current knowledge of software upgrades.
 - e. Follow up, order tracking and interface with suppliers once orders have been placed.
 - f. Assists with Machine Purchase Orders, Accessory Purchase Orders, Freight Quotations, arranges shipments of machines with Okuma and customers. Tracks Machine/Accessory orders through delivery.
 - g. Obtaining freight quotes.
 - h. Arrangements for delivery and rigging of machines.
9. Assists and performs advertising and promotional activities as assigned and provides assistance in the coordination of trade shows, division customer newsletters, lead tracking and follow-up process, distribution of materials to all sales channels, calendar maintenance of promotional events, new literature coordination and development.
10. Receives and distributes incoming and outgoing mail for division.
11. Performs Word Processing emphasizing quality and customer satisfaction. Proofs all documents and corrects grammatical, punctuation and spelling errors.
12. Performs Spreadsheet data entry emphasizing quality and customer satisfaction. Proofs all data entry ensuring numerical entry and formula's are correct.
13. Schedules and coordinates meetings, meeting rooms, and makes arrangements for lunch and/or dinner.
14. Coordinates and prepares required documents for meetings.
15. Coordinates printing of documents through outside vendors. Delivers and picks up materials when complete.
16. Orders and maintains office supplies for all departments
17. Maintains schedule for office equipment service and maintenance.
18. Seeks assistance from other division members when work load is excessive i.e. special event planning and coordination; special quotes and proposals, etc.

19. Based on business need; assists, supports and/or performs administrative support duties for other area's, units or departments.
20. Continuously reviews current processes and procedures, and searches out improvement methods to reduce waste, rework, and unnecessary work that adds no value.

Qualifications:

- 1) Associates in Business Administration preferred. High School graduate with formal course work in Business Administration related classes with experience will be considered.
- 2) Strong initiative and self-starter.
- 3) Strong planning and organizations skills with experience in using judgment and decision-making.
- 4) Strong proof reading and editing to ensure accurate and presentable data/material.
- 5) Demonstrated teamwork.
- 6) Demonstrated experience in a customer service position utilizing interpersonal communication skills with an emphasis in customer satisfaction.
- 7) Demonstrated spreadsheet skills in development of spreadsheets and data entry.
- 8) Strong PC skills with a minimum of 50 WPM Keyboard Entry skills in Word Processing and software for Flow Charting and Presentations.
- 9) Data Base Management skills and experience.

We offer a competitive compensation package commensurate with experience and education, and an excellent benefit package. If you are interested in this position, please send your resume via email to HR@Gosiger.com.

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