



JOB DESCRIPTION

Administrative Assistant

COMPANY OVERVIEW:

Founded in 1988 in Grand Rapids, MI, Innovative Medical Systems (IMS) is dedicated to serving clients with integrity and offering an unparalleled level of service both before and after the sale. We are an experienced integrator of complex hospital hardware and software systems, as well as a seasoned distributor of other healthcare solutions such as computer mounting systems, medical carts, and patient care/obstetrics furniture. Since inception, IMS has grown from 3 principals serving one state to over 50 employees serving healthcare facilities across the country.

Our success stems from our ability to capitalize on healthcare and technology trends by partnering with leading manufacturers and suppliers to deliver superior products and system solutions using our signature sales and support expertise. IMS has developed a unique and individualized “solutions-based approach” to the complex needs of our customers that has helped us become a trusted partner to hundreds of hospitals. For more details, visit: <http://www.innovative-medical.com>

CORE JOB OBJECTIVE:

The Administrative Assistant supports assigned departments in performing diverse support duties and administrative functions requiring initiative and sound decision making. The successful Administrative Assistant must rely on excellent organizational skills and the ability to effectively prioritize and execute a variety of tasks from multiple departments to assist IMS teammates with departmental activities and achieve overall organizational goals. The Administrative Assistant will primarily support the Sales and Corporate Education departments while also providing support to the Human Resources department and Business Manager as needed.

KEY JOB ELEMENTS:

- Prepare relevant monthly sales reports concerning product sales and other sales activity
- Prepare monthly customer system alarm reports using custom reporting software
- Coordinate and assemble various internal and external documentation packages such as training materials, onboarding packets, customer presentations, marketing packets, and benefits summaries
- Format, proofread, and edit various customer communications such as newsletters, blog entries, and marketing materials
- Draft and process routine correspondence
- Edit and finalize PowerPoint presentations
- Become proficient with internal customer relations management software and assist with adding and maintaining relevant information for customer accounts
- Update and maintain sales and contracting spreadsheets
- Assist with administrative tasks such as coordinating travel, scheduling meetings, arranging WebEx/conference calls, and maintaining routine communication with customers
- Back up primary customer service personnel by answering main telephone line when required

- Perform other administrative duties as assigned

EDUCATION AND EXPERIENCE:

- Bachelor's degree or equivalent administrative experience
- At least 3 years of administrative experience preferred
- Previous experience with customer relations management software preferred

JOB SKILLS:

- Strong multi-tasking skills with demonstrated ability to meet tight deadlines
- Efficient, organized, and detail-oriented
- Self-guided but able to take direction when necessary
- Excellent oral and written communication skills, including strong proofreading and editing skills
- Professional demeanor and good judgment that facilitates productive interactions with management, customers, and vendors
- Advanced proficiency with Microsoft Office Suite: Word, Excel, Outlook, PowerPoint, Publisher, and SharePoint
- Proficiency in digital conversation tools such as WebEx, Teams, and GoToWebinar
- Ability to quickly master customized databases and sales support software packages as well as new technologies as required

WORKING CONDITIONS AND ENVIRONMENT:

This position will be based out of the IMS office in Grand Rapids.

Physical Demands:

The following physical activity is required (percentage of time during a typical workday may vary)

- Ability to sit or stand for periods of time as required to perform office duties
- Ability to read a computer screen or projected screen
- Ability to communicate orally or in writing