



the carpenter group

JOB DESCRIPTION: Clerical

DEPARTMENT: Office

EFFECTIVE DATE: June 2015

SUMMARY: Performs general clerical duties including but not limited to filing, photocopying, faxing, and mailing.

DUTIES AND RESPONSIBILITIES:

- Writes, types, or enters information into computer
- Prepare correspondence
- Responsible for bills, statements, receipts, check or other documents
- Responsible for copying information from one record to another
- Responsible for answering high volume of incoming calls
- Conveys messages
- Performs data entry
- Prepare daily invoicing
- Sort and file records
- Stamps, sorts and distributes mail
- Photocopies documents and supports sales team and other staff
- Performs other related duties as assigned by management.

QUALIFICATIONS:

- Minimum of two years office experience.
- Excellent verbal and written communication skills.
- Keystroke a minimum of 40 wpm.
- Commitment to excellence and high standards.
- Acute attention to detail.
- Ability to understand and follow written and verbal instructions
- Strong organizational skills.
- Versatility, flexibility, and a willingness to work within constantly changing priorities with enthusiasm.
- Ability to perform diversified clerical functions and basic accounting procedures.
- Computer skills experience in: Accounting software, internet software, inventory software, order processing systems, spreadsheet and word processing software

COMPETENCIES:

- **Customer Service** - Manages difficult or emotional customer situations; Responds promptly to customer needs; Solicits customer feedback to improve service; Responds to requests for service and assistance; Meets commitments.
- **Oral Communication** - Speaks clearly and persuasively in positive or negative situations; Listens and gets clarification; Responds well to questions; Demonstrates group presentation skills; Participates in meetings.
- **Adaptability** - Adapts to changes in the work environment; Manages competing demands; Changes approach or method to best fit the situation; Able to deal with frequent change, delays, or unexpected events.
- **Attendance/Punctuality** - Is consistently at work and on time; Ensures work responsibilities are covered when absent; Arrives at meetings and appointments on time.
- **Dependability** - Follows instructions, responds to management direction; Takes responsibility for own actions; Keeps commitments; Commits to long hours of work when necessary to reach goals; Completes tasks on time or notifies appropriate person with an alternate plan.

PHYSICAL DEMANDS AND WORK ENVIRONMENT:

- Frequently required to stand
- Frequently required to walk.
- Frequently required to sit.
- Continually required to use hands and fingers.
- Occasionally required climb, balance, bend, stoop, kneel or crawl.
- Continually required to talk or hear.
- Occasionally required to lift/push light weights (25-50 pounds)
- Specific vision abilities required for this job include: close vision, distance vision, peripheral, depth, and ability to adjust or focus
- Exposure to moving mechanical parts
- Exposure to fumes, airborne particles, or toxic chemicals
- Exposure to outside weather conditions
- The noise level in the work environment usually is moderate to loud

The above is intended to describe the general content of and requirements for the performance of this job. It is not to be construed as an exhaustive statement of duties, responsibilities or physical requirements. Nothing in this job description restricts management's right to assign or reassign duties and responsibilities to this job at any time. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.