



Reliant Fire Apparatus, Inc.

Reliant Fire Apparatus is an Equal Opportunity/Affirmative Action Employer

Job Description

Job Title: General Office Clerical Assistant

Reports to: Accounting Manager

Job Summary: Responsible for performing assigned receptionist, clerical and office duties in an efficient manner

Duties and Responsibilities: The position will include, but not be limited to the following responsibilities. Other duties may be assigned as needed.

- Maintain a clean and professional reception and conference room area
- Greet customers, vendors or other visitors in a professional manner and notify appropriate person of their arrival
- Professionally answer a multi-line phone system and transfer calls to appropriate staff members or take accurate messages in an efficient manner
- Ensure security, integrity and confidentiality of company and employee information
- Receive, sort and distribute incoming and outgoing mail and packages
- Prepare incoming mail and electronic invoices for processing, including matching of purchase orders, attaching checks to open invoices, etc.
- Create, proofread and process accurate invoices to customers
- Match, file and update service department records, work orders and other documents
- Process warranty credit invoices with claims and update warranty claim data log
- Perform general clerical duties to include, but not limited to: photocopying, scanning, faxing, data entry, updating computer databases, typing correspondence, memos, letters and forms
- Perform assigned filing duties to maintain efficient recordkeeping and easy data retrieval to include but not limited to, accounts payable, accounts



receivable, annual turnover of files, electronic filing of W-9 and sales tax-exempt forms or other file maintenance as requested, using both hard copy and electronic filing systems

- Manage and update customer database for mailing lists and provide as required
- Use Excel and software programs to complete assigned duties
- Monitor and order office, cleaning and other supplies as needed
- Coordinate meal or lodging arrangements for staff and customer meetings or other functions as required
- Coordinate and make travel, hotel and dinner reservations for annual conventions, regional meetings and other functions as required
- Perform general office pickups or drop offs, such as daily mail, UPS packages, office supplies, etc.
- Marketing or advertising responsibilities as needed, including social media and website content
- Monitor orders and update reports as assigned by supervisors
- Perform other related duties or projects as assigned by supervisors

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.

Language Ability:

Ability to read and interpret documents such as safety rules, operating and maintenance instructions and procedure manuals. Ability to write routine reports and correspondence. Ability to speak effectively before groups of customers or employees of the organization.

Math Ability:

Ability to calculate figures and amounts such as discounts, percentages, etc.



Reasoning Ability:

Ability to solve practical problems and interpret a variety of instructions furnished in written, oral or schedule form.

Computer Skills:

To perform this job successfully, an individual should have knowledge and past experience with Microsoft Word, Microsoft Excel, Internet and email

QuickBooks experience helpful

Marketing, social media and website experience helpful

Skills Requirements:

- Ability to communicate in an effective and professional manner with customers, vendors and employees both in oral and written communications
- Professional Telephone Etiquette
- Filing and Organization Capabilities
- Office equipment knowledge with use of computers, copy machines, scanners and other office equipment
- Math and Accounting Aptitude and basic knowledge of accounts receivable, accounts payable, etc.
- Ability to ensure confidentiality of employee and company information

Education/Experience:

High School Diploma

Prior computer, clerical and general office experience preferred

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.



While performing the duties of this job, the employee is regularly required to sit; use hands; and talk or hear. The employee is frequently required to stand; walk; and reach with hands and arms. The employee is occasionally required to climb or balance and stoop, kneel or crouch. The employee must occasionally lift and /or move up to 20 pounds. Specific vision abilities required by this job include close vision, ability to adjust focus and ability to see color.

Work Environment:

The work environment characteristics described in this job description are representative of those an employee encounters while performing the essential functions of this job.

The noise level in the work environment is usually low to moderate.