

Title: Administrative Assistant

Location: Red Angus Association of America headquarters in Commerce City, CO

Reports to: Director of Office Operations and CEO

Start Date: Immediate full-time opening

Job brief

The Red Angus Association of America is accepting applications for an administrative assistant to manage the RAAA reception area and serve as a member of the RAAA Member Services team. This person acts as the “face” of RAAA and ensures customers and visitors receive a warm welcome. This position coordinates all front desk activities, including calls, incoming and outgoing mail, along with support for various departments via a variety of projects.

As the administrative assistant, this individual should combine a pleasant personality with a dynamic professional and positive attitude to help guide our membership. The ideal candidate can deal efficiently with occasional complaints and has a solid customer service approach, while managing a wide array of tasks.

Ultimately, this individual should be able to ensure our front desk provides professional and friendly service to our customers.

Responsibilities

- Answer and direct phone calls to the proper department
- Ensure timely and accurate customer service
- Handle specific customer requests and distribute to proper department (if needed)
- Produce and distribute correspondence memos, emails, letters, faxes and forms
- Prepare and gather outgoing daily mail
- Receive, sort and distribute mail to proper department personnel
- Filing of completed work
- Update customer contact information as needed
- Maintain stocked materials in proper areas
- Support office staff with various day-to-day needs and projects
- Ensure front desk is tidy and presentable
- Handle multiple projects efficiently
- Provide accurate information by answering member questions and requests
- Handle and post incoming account payments via check and credit card
- Prepare and submit daily payment reconciliation
- Process new membership applications and correspond with members
- Help prepare, distribute and monitor invoices

Requirements

- Experience with Mac computers preferred
- Hands on experience with office machines (e.g, printers)
- Thorough knowledge of customer service and office organization

- Proficiency in English (oral and written)
- Solid knowledge of MS Office, particularly Excel and Word
- Excellent communication and people skills
- Strong organizational and multitasking abilities
- Accurate/efficient in data entry and document preparation
- Detail-orientated and problem-solving skills
- Must learn the Red Angus database for day-to-day operations to administer, execute and maintain Red Angus registry
- Must learn rules and regulations of Red Angus

Knowledge/Education

- High School diploma required
- Bachelor of animal science or other agriculture degree preferred
- Cattle industry background and knowledge is a definite plus

\$14.50-\$16/hour

Please submit resumes to Halla Pfeiff, director of office operations, at halla@redangus.org.