



Job title	<i>Office Assistant</i>	FLSA Status	<i>Non - Exempt</i>
Department	<i>Sales and Marketing</i>	Reports to	<i>Sales and Marketing Manager</i>

Summary

The Office Assistant is responsible for ensuring smooth operations within our organization by providing comprehensive support in customer service, office administration, and financial functions. This position requires a proactive individual with excellent organizational skills and the ability to handle various tasks efficiently. They work directly with our Sales and Marketing department to ensure marketing activities related to tradeshow, conferences, and client engagements build strong relationships that align with Rock Exotica’s mission and strategic goals. Additionally, the Office Assistant works to process orders, manage return merchandise authorizations (RMAs), and delegate phone inquiries to the appropriate departments or team members. The Office Assistant also collaborates closely with our Office Manager, Finance, and Human Resources Department to provide administrative support and perform basic clerical support functions.

Essential Duties and Responsibilities

- Interacts with customers via phone, email, and in-person to provide exceptional customer service.
- Enters customer orders accurately into the system and communicates order status updates to customers as needed
- Process incoming payments and reconciles accounts receivable ledger.
- Generates invoices and statements for customers.
- Coordinates with the finance department for any discrepancies or outstanding balances.
- Coordinates with the warehouse and logistics teams to ensure timely order fulfillment.
- Assists in vendor invoice processing, ensuring accuracy and timely payout.
- Works with purchasing to monitor inventory levels and place orders for office supplies, equipment, and other necessary items.
- Communicates with vendors regarding orders, invoices, and any other related matters and works to address any vendor concerns or issues.
- Handles RMA requests from customers, issuing RMAs as necessary and ensuring accurate documentation and tracking of RMAs for inventory and accounting purposes.
- Answers incoming calls and directs them to the appropriate department or individual as well as delegating customer inquiries, complaints, and questions to relevant team members.
- Performs general administrative duties such as filing, data entry, and document preparation.
- Assists in maintaining organized records and files for efficient retrieval.
- Assists in coordinating shipping of equipment, reservation of booths, and travel for trade shows.

- Generate correspondence to secure additional customer information or resolve customer disputes.
- Collaborate with the HR team on employee events and activities.
- Attend and summarize key points and action items for meetings.
- Perform miscellaneous duties and projects as assigned and required.

Competencies

- Communication Proficiency
- Customer/Client Focus
- Problem Solving/Analysis
- Product/industry knowledge
- Time Management
- Teamwork Orientation

Qualifications

- High school diploma or GED, prefer Associates or some college courses.
- 4+ years of experience in customer service, office management, AP/AR, or purchasing roles
- Hands-on experience supporting Sales/Business Development teams desired but not required.
- Ability to multitask, prioritize and work efficiently in a fast-paced environment
- General aptitude for learning new software and training others.
- Microsoft Office or Google Suite experience; including familiarity with shared folder/ document sharing tools.
- Experience with CRM/Sales force or similar software
- Experience with ERP software
- Excellent written and verbal communication skills; communicating in an effective and efficient manner at all levels of the business with those who may have distinctive styles from your own.
- Team player, with experience leading collaboration across various departments and accepting feedback from others.
- Ability to evaluate, prepare recommendations, and implement ideas for improving internal processes.
- Adaptable, solution-oriented mindset – problem solver extraordinaire.

Working Conditions

This job operates in a professional office environment. This role routinely uses standard office equipment such as computers, phones, photocopiers, filing cabinets and fax machines.

Physical Requirements

While performing the duties of this job, the employee is regularly required to see, talk or hear. The employee frequently is required to stand; walk; use hands to finger, handle or feel; and reach with hands and arms.

Disclaimer

The preceding job description has been designed to indicate the general nature and essential duties and responsibilities of work performed by employees within this classification. It may not contain a comprehensive inventory of all duties, responsibilities, and qualifications required of employees to do this job.

