

## Job Description – Administrative Assistant

### Reports to:

Director of Finance

Sunco is an exceptional place to work. We attract and retain people who have an ownership mentality. What exactly is that? It means that every decision, every job and every interaction with clients and each other is done with the deep knowing it directly impacts the success of our company. When you're an owner, you take personal responsibility to the next level. You have courage to "wade in" and take risks. You have your integrity and reputation at stake. You have the trust of others.

These characteristics form the foundation of our Core Values.

- We Embrace Change
- We Do What It Takes
- We are Accountable to the Outcome
- We Do the Right Thing
- We Bring out the Best in Each Other

### Job Summary:

Working within a collaborative team, the Administrative Assistant will be required to perform an array of administrative duties including contract management, sales support and customer database data entry and maintenance. Additional responsibilities include service ticket triage, accounts receivable support and back-up reception. Other duties, relevant to the position, shall be assigned as required. As this is a new position, it will start at 32 hours a week with the strong potential to become full-time.

### Job Requirements:

- Provide administrative support to all departmental members.
- Support the sales team by assisting with the completion of telecom bill audits and telecom price requests.
- Assist with service call triage when required.
- Coordinate and manage customers' voice/data contracts.
- Update and maintain customer database.
- Perform basic bookkeeping functions.
- Assist the sales team with Requests for Proposals (RFP) and inside sales activities.
- Courteously receive and screen all in-bound calls, emails and visitors when needed.
- Assist Office Manager with office maintenance and management of vehicle fleet.
- Assist with Accounts Receivable.
- Other duties, relevant to the position, shall be assigned as required.
- Maintain a professional image and demeanor with all employees, management and visitors at all times.
- Responsible for understanding and complying with all policies, procedures and regulations relating to job duties.

**Experience:**

- High school diploma required
- Post-secondary diploma or degree an asset
- 2-years experience in administration, sales or another relevant role
- Keyboarding proficiency
- Proficient use of various office-based software including Google, Word, Excel and QuickBooks
- Knowledge of telecommunication industry an asset

**Competencies:**

- Problem Solving
- Accountability
- Decision Making
- Planning and Organizing
- Communication
- Teamwork
- Customer focussed

**Work Environment:**

- Busy office setting
- Manual dexterity required to use desktop computer and peripherals
- Interacts with public at large
- Sitting for long periods
- Repetitive work on occasion
- Valid Alberta drivers license

**What We Offer:**

- Competitive salary
- Paid vacation time
- Competitive benefit package including health, dental, disability, life
- Close-knit, supportive work environment

If you would like to be considered for this role, please send your resume, cover letter and salary expectations to [jackie@sunco.ca](mailto:jackie@sunco.ca).