

OFFICE ADMINISTRATIVE ASSISTANT

Job Description: On site Office Administrative Assistant

Job Summary: We are seeking an experienced, detail-oriented Administrative Assistant to provide comprehensive administrative support to our fast-paced veterinary clinic. This team player must have a passion for animal agriculture. This critical role within our organization requires discretion, professionalism, and expertise in greeting clients, cross functional team coordination, answering phone calls, and a variety of clerical and administrative tasks. This position reports to a member of the Executive Leadership Team.

Job Responsibilities:

- Utilize Sales Force CRM for accurate client call logging, email communication, data entry, thorough message taking, call transfers and timely client follow up.
- Provide client support by monitoring company website and social media chats.
- Greet clients and visitors, assist with check-in process, and direct to appropriate location.
- Maintain electronic and paper records, files, and databases in an organized, confidential manner.
- Provide administrative support to veterinarians, vet assistants, embryologists, and other cross functional teammates.
- Maintain a professional, clean, and organized front office.
- Coordinate and support onsite staff meal planning.
- Coordinate and support office/lab supplies inventory and ordering.
- Coordinate with the Client Success Representatives and other remote staff to assure onsite success of programs.
- Assist with onsite client animal intake and processing.
- Create invoices and process payments onsite as needed.
- Provide support to cross functional teams to maintain accurate flow of information internally and to clients.
- Maintain accurate records of client and visitor logs required for business compliance.
- Assist with packaging and shipping of products distributed by the genetics inventory and dispatch coordinator.
- Manage calendars, schedule appointments, arrange meetings, and make travel reservations.
- Transcribe meeting minutes, reports, correspondence, and other documents.
- Compose, proofread, and edit letters, emails, and other communications.
- Order office supplies and manage inventory.
- Assist with additional clerical duties as assigned.

Education and Qualifications/Skills Requirements:

- High school diploma (required), Administrative Certifications or associate degree or higher education (preferred)
- 3+ years of experience in administrative and/or customer service position.
- Proficiency in MS Office and database management (required)
- Experience using Salesforce CRM (preferred)
- Positive, professional personality that comes across in voice, text, and email
- Some knowledge/understanding of animal reproduction, health, and nutrition.
- Collaborate professional across multiple teams
- Effective and engaging communication skills
- Excellent interpersonal skills
- Outstanding organizational skills and meticulous attention to detail
- Exceptional verbal and written communication abilities
- Ability to prioritize effectively and efficiently in a fast-paced environment
- Professional demeanor and commitment to client confidentiality
- Self-motivated
- Ability to solve problems
- Must be a US citizen or possess a current and appropriate working visa
- Must hold a valid driver's license with a clean record

We offer a competitive salary and benefits package. Please submit a resume and cover letter outlining your administrative experience. References will be required.

Job Location: Lebanon, IN

Job Status: Accepting Resumes 10/1/2023 Interviews to begin 11/1/2023