
Job Description

Administrative Lead (Medina, OH)

Title: Administrative Lead
Operation: On Trac, Inc. – Medina Fiber (Lit Communities)
Location: Medina, OH
Supervisor: Project Manager
Status: Full Time
Available: September, 2021
Hourly Wage Range: Starting \$14.00 - \$16.00 Per Hour
Benefits: Paid Vacation, Paid Holidays, Health Insurance
Company: www.OnTraInc.com

POSITION SUMMARY

The Administrative Lead is primarily charged with data entry functions related to completed work order systems/spreadsheets both internally and for our client. This position also assists in inbound communications within the office and dispatch functions, as well as lending support to general office functions facilitating timely service and maintaining an effective, well-coordinated office environment.

CORE SKILL SETS

- Daily data entry and cross-checks for accuracy over multiple database formats
- Manage/sort work order paperwork and file accordingly
- Provide copy/collation and document preparation service for other staff
- Ability to utilize applications on a computer and tablet device
- Ability to analyze and identify problems and quickly solve issues reported by consumers/users
- Ability to communicate clearly, verbally or in writing
- People friendly, customer service minded

QUALIFICATIONS

- Demonstrate high level of personal integrity, character, honesty, reliability, initiative, and truthfulness
- Superior customer service attitude and capability
- Great attitude, work ethic, self-starter, punctual, proactive, and energetic
- Possess excellent verbal, writing and above average interpersonal skills
- Possess exceptional abilities in attention to detail, organizational skills, and accuracy in data entry
- Possess diplomacy and sensitivity in electronic communications- email, phone, and text
- Good problem-solving capabilities
- Commitment to an alcohol and drug free workplace
- Clean, well-groomed, and VERY neat in appearance
- Personal integrity and friendliness
- Low drama, low ego, and a team player

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.

The employee is regularly required to talk or hear. The employee is frequently required to stand; walk; sit; and reach with hands and arms. The employee is occasionally required to kneel, crouch, climb, and balance. The employee should possess manual dexterity sufficient to reach/handle items, works with the fingers, and perceives attributes of objects and materials. The employee should be capable of light physical activity performing non-strenuous daily activities of an administrative nature with the ability to occasionally lift and/or move up to 20 pounds. While performing the duties of this job, the employee most frequently serves in a well-lighted, heated and/or air-conditioned indoor office setting with adequate ventilation. The noise level in this work environment is usually quiet.