

Job Description

Company: Evergreen Business Services

Division: Client Services

Location: Cleveland, Ohio

Position: Administrative Assistant

To Apply: Visit our website at www.evgo.com/ebssapply. Email HR@evgo.com with questions.

Company Overview:

The Evergreen Cooperative Initiative is a network of employee-owned firms whose mission is to expand economic opportunity for low-income individuals by creating quality jobs with pathways to ownership. Evergreen Business Services (EBS) is an Evergreen Cooperatives company that provides a suite of back-office services to supports the operation and growth of new and existing Evergreen portfolio companies.

The Client Services Team

- Cooperative businesses development
- Business administration, human resources, operation and management services
- Cooperative ownership training and support
- Investment capital management

Position Overview:

The Administrative Assistant will provide administrative, event planning, customer service, and process documentation support to the Client Services team. The ideal candidate is self-motivated, professional, and capable of managing a varied work load and prioritizing tasks in a fast-paced, entrepreneurial environment.

Essential Duties:

Administration

- Drafting documents such as communication to stakeholders, standard operating procedures and internal company communications;
- Copy editing for management team members;
- Scheduling and meeting planning for management team members;
- Event planning;
- Assisting with implementation of new hardware and software solutions;
- Maintaining project management systems;
- Conducting assigned research projects and summarizing report findings;
- Overseeing maintenance of office equipment, including computers and copy machines, and maintaining office supply inventories; and
- Completing other tasks and independent projects as assigned.

Customer Service

- Managing inbound client communications via telephone, email, and other channels;
- Routing service requests and customer issues and following up until resolved;
- Entering data into various software applications;
- Receiving customer issues and following up until resolved; and
- Responding to other duties as assigned.

Bookkeeping

- Generating customer invoices;
- Receiving and processing customer payments and vendor invoices;
- Preparing and processing accounts payable forms; and
- Completing other duties as assigned.

Supervision:

This position works under the supervision of the Director of Client Services

Job Qualifications:

The ideal candidate will have proven success in the following job competencies and personal attributes:

- Strong oral and written communication skills and presentation ability;
- Strong computer skills (MS Outlook, Word, Excel, Power Point, CRM Software, etc.);
- Customer focus and ability to maintain strong relationships with diverse customers and stakeholders;
- Willingness to strive for continuous improvement;
- Exceptional attention to detail, strong organization skills, and the ability manage multiple, competing priorities while delivering work of high quality, great efficiency, and timeliness;
- Strong problem solving and critical thinking skills;
- High personal integrity and responsible professional judgment with respect to confidential information, respect for others, honesty, and hard work; and
- Commitment to the mission of the Evergreen Cooperative Initiative.

Work Experience:

- 2+ years administrative support experience required.
- Experience working in a customer-focused and fast-paced professional environment preferred.

Education:

- High School Diploma or equivalent required.
- Associate's or Bachelor's degree preferred.

Licenses or Designations:

- None required

Other Requirements:

- QuickBooks knowledge and basic accounting skills a plus;
- Must be reliable, follow instructions and maintain good attendance;
- Must have access to reliable transportation;
- Must be 18 years or older.

Compensation:

- Salary: \$32,000 - \$42,000 plus benefits

About Evergreen:

The Evergreen Cooperative Corporation is network of community-based, employee-owned enterprises, with over 200 employees and a mission to promote, coordinate, and expand economic opportunity for low-income individuals in Cleveland by creating quality jobs.