

Your Job Information

Office Coordinator

Employer Information

Organization Name:	Moran Iron Works, Inc.
Website:	www.moraniron.com
About Our Organization:	Custom Welding/Fabricating Facility
Job Code:	170
Department:	Human Resources
Division:	MIW
Reports To:	Human Resource Manager
Job Location:	Onaway, MI-49765
Hours/Week:	40
Starting Salary:	12.00 USD/Hour

Benefits

- 401k
- MIW Apparel Allowance
- Dental Insurance
- Health Insurance
- Vision Insurance
- Holidays
- PTO
- \$25K Life Insurance
- STD/LTD

FLSA Status:	Non-Exempt
Prepared By:	Keri Sheer
Prepared Date:	May 1, 2019

Job Purpose

To be the front line support, responsible for outstanding customer/associate service, providing nothing less than professional interaction and organization.

Tasks

- Operate office machines, such as photocopiers and scanners, facsimile machines, voice mail systems, and personal computers.
- Answer telephones, direct calls, and take messages.

- Maintain and update filing, inventory, mailing, and database systems, either manually or using a computer.
- Communicate with customers, employees, and other individuals to answer questions, disseminate or explain information, take orders, and address complaints.
- Open, sort, and route incoming mail, answer correspondence, and prepare outgoing mail.
- Compile, copy, sort, and file records of office activities, business transactions, and other activities.
- Complete work schedules, manage calendars, and arrange appointments.
- Review files, records, and other documents to obtain information to respond to requests.
- Deliver messages and run errands.
- Train, and support other staff members, including but not limited to receptionists.
- Inventory and order materials, supplies, and services.
- Troubleshoot problems involving office equipment, such as printers, fax machine, etc.
- Collect, count, and disburse money, do basic bookkeeping, and complete banking transactions.
- Review all existing MITEL telephone documentation.
 - Troubleshoot and correct any issues that arise
 - If unresolvable, contact Frontier/Mitel for resolution
- Schedule meeting conferencing (Go To meeting, etc.) between MIW staff and client.
- Monitor IT needs and determine the level of urgency.
 - Unurgent – Maintain an open issues list and coordinate with subcontractor for resolution
 - Urgent – Review issue with Sales/Marketing Manager to determine if emergency, contact Common Angle if necessary
- Ensure company's policies and security requirements are met.

Work Activities

- Performing Administrative Activities
- Communicating with Persons Outside Organization
- Establishing and Maintaining Interpersonal Relationships

Detailed Work Activities

- Answer telephones to direct calls or provide information.
- Collect deposits, payments or fees.
- Confer with co-workers to coordinate work activities.
- Distribute incoming mail.
- Maintain office equipment in proper operating condition.
- Make travel, accommodations, or entertainment arrangements for others.
- Operate office equipment.
- Prepare cash for deposit or disbursement.
- Schedule appointments.

Work Content

Physical Demands

The employee is occasionally Stand; Walk; Climb or balance; Stoop, kneel, crouch, or crawl; the employee is regularly Sit; Use hands to finger, handle, or feel; Reach with hands and arms; Talk and hear.

Lifts Weight or Exerts Force Work Environment

The employee will regularly lift up to 30 pounds.

Visions

Specific vision abilities required by this job include Close vision; Distance vision; Peripheral vision; Depth perception; Ability to adjust focus.

Work Environment

While this is primarily an Office based setting, the employee will at times be in a shop environment and be exposed to or in proximity to moving mechanical parts and other hazards associated with our manufacturing industry.

Qualification

Education and Experience

Years of Experience	2
Education	High School Diploma/G.E.D

Success Criteria

- **Attendance & Punctuality:**
 - Standard working hours are from 8:00 a.m. to 4:00 p.m. may vary at times in relation to work load.
 - Arrives to work 10-15 minutes prior to the start of scheduled shift.
 - Punctual when attending meetings, when required.
- **Adaptability:**
 - Able to deal with frequent change, delays, or events that may modify the tasks or scope of work for one or more projects as directed.
- **Dependability:**
 - Follows instructions and responds well to direction.
 - Completes tasks in a timely manner.
 - Takes responsibility for own actions.
 - Accepts designated responsibility and follows through on commitments.
 - Commits to additional hours when necessary to reach goals.
- **Motivation:**
 - Volunteers readily and demonstrates persistence to achieve company and departmental goals.
 - Asks for and offers help when needed.
- **Organizational Support:**
 - Follows the accountability chart.
 - Supports organization's goals and values.
- **Professionalism:**
 - Approaches colleagues, vendors, and customers in a tactful manner.
 - Reacts well under pressure.
 - Treats others with respect and consideration, regardless of their status or position.

Tools

- **Photocopiers**
 - Photocopiers
- **Scanners**
 - Data input scanners
 - Scanners
- **Desktop computers**
 - Desktop computers
- **Franking or postage machines**
 - Postage machines
- **Notebook**
 - Pen/Pencil
- **Laser fax machine**
 - Laser facsimile machines
- **Laser printers**
 - Computer laser printers
- **Special purpose telephones**
 - Multi-line telephone systems
- **Voice mail systems**
 - Voice mail systems

Technology

- **Accounting/Purchasing software**
 - Intuit QuickBooks
- **Document management software**
 - Filing system (Public (P:))
- **Internet browser software**
 - Web browser software
- **Office suite software**
 - Microsoft Office
 - Excel
 - Outlook
 - PowerPoint
 - Word
- **Operating system software**
 - Microsoft Windows
- **Time and Attendance software**
 - Benepay – Manual Z11 timeclock

- Benepay – PC web clock
- Employee Self-Service Portal (ESS)