



Job Description

Title: Team Assistant

Reports To: Director of HR Services

FLSA Status: Non-Exempt

Employment Status: Full-time

About HRAnswerLink

We started with a simple idea: every organization, no matter how small, deserves great HR. At our core, we believe in helping our clients create great places to work.

Because of that, we take pride in doing the same within our own company -- a collaborative, creative, and innovative firm headquartered in downtown Portland. Repeatedly recognized as one of the 100 Best Companies to Work for in Oregon, we embrace creativity and fresh ideas and encourage each employee to make a positive impact on the company and our clients every day.

We pride ourselves in work-life balance and caring for our employees. We offer a competitive and unique benefits package for our employees including unlimited paid time off, medical/dental/vision employer-sponsored insurance, 401(k) plan with employer match, paid sabbaticals, paid volunteer hours, tuition reimbursement, a commuter benefit and many more perks.

Job Summary

The Team Assistant will be a key player for a team of HR advisors as well as offer assistance in office operational tasks. The Team Assistant will be responsible for scheduling meetings between an HR Pro and a client using GoToMeeting by Citrix. Additionally, this role will assist with answering multiple phone lines, handling proprietary ticketing system processes, and managing email inboxes in order to investigate and respond to all client inquiries in a timely manner, while ensuring the utmost in customer satisfaction. This particular position requires a keen sense of prioritization combined with a well-rounded understanding of Office 365, especially Outlook. The individual who fills this role needs to be comfortable working in a customer-focused, fast-paced environment and with constantly changing priorities. The ideal candidate will have a proven record of meeting deadlines, demonstrating flexibility when moving from one task to another, taking initiative, extreme thoroughness, and working as part of a cohesive team. The Team Assistant will also be the face of HRAnswerLink by greeting all guests and offering assistance by nature of sitting at the front desk.

Essential Duties and Responsibilities

- Manage appointments via GoTo by Citrix and Outlook by coordinating with clients and internal team members
- Manage email responses to internal and external inquiries via Outlook
- Answer and direct incoming telephone calls to appropriate parties in a professional and courteous manner (and take messages when necessary)
- Conduct meeting reminder calls to clients
- Manage meeting rooms including daily tasks of schedule management, posting meetings, problem solving with colleagues, tidying, and wiping down surfaces
- Create a tidy and clean environment in the kitchen (load/unload dishwasher, wipe down counters, restock snacks, notify Operations team of concerns, etc.)
- Contribute toward workflow improvement brainstorming (especially when complications arrive)
- Manage visitor system (Envoy) and handle deliveries
- Greet all office visitors and assist with connecting them with HRAnswerLink team members
- Maintain and update client information within our internal systems
- Special project assignments (such as general data entry, event set up/tear down, etc.)

- Other tasks as assigned

Qualifications

- At least 2 years of progressively responsible and hands-on office administration experience with an emphasis in HR or other customer service based industries
- Ability to organize and efficiently manage multiple priorities, including high call volume
- Must be detail-oriented and accurate in work assignments
- Strong customer service skills (via email/system and phone)
- Demonstrated success in time management and ability to meet strict deadlines
- Excellent interpersonal and communication skills, both written and verbal
- Ability to see the “big picture”, but work with the details
- Strong internet navigation and research skills

Preferred Qualifications

- Bi-lingual fluency in Spanish highly desired
- Prior experience scheduling with Outlook and GoTo Suite by Citrix
- 4 year college degree or equivalent experience

Physical Demands and Work Environment

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this position. Reasonable accommodations may be made to enable individuals with disabilities to perform the functions.

While performing the duties of this job, the employee is regularly required to effectively communicate via telephone, video call, and email. The employee is frequently required to remain in a stationary position and occasionally required to move from one location to another, inside or outside of the office. The employee is required to constantly use computer and office productivity equipment such as a desktop computer, laptop, tablet, printer, and calculator, as well as computer software such as the Microsoft Office Suite. The office has an open floor plan with limited privacy and the noise level is usually moderate

Note

This job description in no way states or implies that these are the only duties to be performed by the employee(s) in this position. Employees will be required to follow any other job-related instructions and to perform any other job-related duties requested by any person authorized to give instructions or assignments. All duties and responsibilities are subject to possible modification to reasonably accommodate individuals with disabilities. To perform this job successfully, the incumbents will possess the skills, aptitudes, and abilities to perform each duty proficiently. Some requirements may exclude individuals who pose a direct threat or significant risk to the health or safety of themselves or others. The requirements listed in this document are the minimum levels of knowledge, skills, or abilities. This document does not create an employment contract, implied or otherwise, other than an “at-will” relationship.

HRAnswerLink is an Equal Opportunity Employer and complies with ADA regulations.