

DATE POSTED: June 03, 2019
CLOSING DATE: June 12, 2019 – 5:00 P.M.

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Job Announcement

The following part-time position is available in our organization. Interested applicants who meet the Minimum Qualification Requirements must submit an Employment Application form to the Human Resource Office no later than the posted closing date above.

JOB TITLE: OFFICE ASSISTANT
DEPARTMENT: CHANNEL PREPAID MARKET
LOCATION: GUAM
SALARY LEVEL: 2
STARTING SALARY: \$10.00 PER HOUR (negotiable based on experience)
FLSA STATUS: NON-EXEMPT
JOB POSTING #: #7235/#G-61-2019-06

Job Summary:

The Office Assistant assists the Channel Prepaid Market Department in organizing and implementing all administrative functions and requirements for the departments. The Office Assistant will perform a variety of administrative functions and tasks to include assisting CPM associates with daily order and payment processing, clerical duties, assisting departmental employees with customer issues and maintaining customer files and records. The Employee is expected to carry assignments through to completion with necessary guidance and supervision.

Essential Duties and Responsibilities

1. Know and uphold the established IT&E Mission, policies and procedures, IT&E and Department objectives, quality assurance and safety programs and standards.
2. Assist the department CPM associates in accomplishing the daily administrative tasks and responsibilities required for departmental operations to include filing, answering phones, and processing payments.
3. Provide support for the CPM department by recording and distributing minutes of department meetings, maintaining proper work logs for associates, as well as processing requisitions/work orders necessary for regular department operations via the NAV system.

4. Monitor the department's front office and is the initial point of contact for associates and clients; responds and meets routine department's needs; handles requests and complaints within the position's knowledge and level of authority; refers associates or clients to the appropriate CPM personnel, as necessary.
5. Perform basic housekeeping duties for the department.
6. Perform other related duties or tasks as assigned or required

Minimum Qualification Requirements:

Education: High School diploma or equivalent.

Work Experience: One (1) year of work experience in general administration, preferably in the telecommunications industry.

Licensure/Certification/Professional Association:

Valid Driver's License.

Special knowledge, Skills and Abilities:

1. Knowledge of:
 - a. Basic Principles and practices of office administration, communications and customer service etiquette.
 - b. Administrative and clerical procedures and systems such as computer operations, managing files and records, designing forms and other office procedures and terminology.
 - c. Basic knowledge and practice of good telephone etiquette.
2. Skills in:
 - a. Self-time management.
 - b. Preparing written reports and conducting inventory.
 - c. Using required computer hardware and Microsoft Office programs.

3. Ability to:

- a. Communicate clearly, concisely and accurately with all levels of associates and customers, both verbally and in writing.
- b. Learn, maintain and advance usage skills in the job-specific aspects of various computer hardware and software.
- c. Make logical and sound decisions in working with other associates and clients and performing progressively complex administrative tasks.
- d. Perform in a self-directed, hard-working, creative and forward thinking manner.

As an Equal Opportunity/Affirmative Action Employer, we afford equal opportunity to all applicants and employees for hire and promotion without regard to race, color, origin, gender, age, marital status, religion, veteran status, gender identity, sexual orientation, pregnancy or disability or genetic information.

IT&E is a Drug Free Workplace