



Job Description

Rev 1.0 11/1/22

Job Title: Bilingual Administrative Assistant

Date Prepared: 11/1/2022

Department: Administration

FLSA Class: Hourly Non-Exempt

Job Summary: The Administrative Assistant is responsible for performing administrative support through a variety of tasks related to organization and communication to ensure efficient operation and that the expectations of the families we serve, and their guests are exceeded.

Essential Job Duties:

- ✓ Works in direct support of the funeral directors, administration, and clients.
- ✓ Serve individuals and families with high standards of professionalism, dignity, and respect.
- ✓ Greet and assist all visitors and their guests.
- ✓ Answer inbound telephone calls, give accurate information to callers, route calls to the appropriate party, and place outgoing calls.
- ✓ Organize and schedule appointments.
- ✓ Analyze and optimize logistical procedures based on availability and client requests.
- ✓ Assist in preparation of daily scheduled report.
- ✓ Maintain supplies inventory and placing orders for supplies.
- ✓ Input data into forms and various computer systems accurately, completely, and timely.
- ✓ Ensure operation of equipment by completing preventive maintenance requirements.
- ✓ Complete special projects as assigned.
- ✓ Perform other office duties as assigned.

Minimum Job Requirements:

- ✓ High School Diploma or equivalent.
- ✓ 3 years of experience in office administration or other related fields.
- ✓ Professional communication skills with fluent English and Spanish (written and verbal) skills and the ability to resolve and respond to issues, and requests from internal and external customers.
- ✓ Time management skills and ability to prioritize work and multitask.
- ✓ Strong attention to detail, proofreading and follow-through.
- ✓ High degree of overall computer proficiency in Microsoft Office Suite (Teams, Word, Excel, Outlook, PowerPoint, Publisher, and Adobe)
- ✓ Proficiency with multi-line phone systems and general office equipment
- ✓ Ability to work extended hours if needed
- ✓ Willingness to assist others and contribute to a positive work environment
- ✓ Valid Pennsylvania's Driver's License

Physical Requirements:

- ✓ Must be able to sit for long periods of time while using the computer, multi-line phone systems, and other associated office equipment.
- ✓ Must be able to lift to 20 lbs. occasionally.
- ✓ Must be able to bend, stoop, and reach to stock and retrieve items necessary to business.

Note: Nothing in this job description restricts managements right to assign or reassign duties and responsibilities to this job at any time.