

Position: Service Specialist
Reports to: Samantha Jones, Executive Director
Location: PartnerShift Network
1 Tuscola St., Suite 100A
Saginaw, MI 48640

Job Summary:

The Service Specialist optimizes the efficiency of the operation of the organization's services by performing a variety of programmatic and administrative tasks.

Duties/Responsibilities:

- Answers and transfers phone calls, screening and central intake when necessary.
- Welcomes and directs visitors and clients.
- Maintains filing systems as assigned.
- Retrieves information as requested from records, email, minutes, and other related documents; prepares written summaries of data when needed.
- Responds to and resolves administrative inquiries and questions.
- Coordinates and schedules travel, meetings, and appointments for managers or supervisors.
- Prepares agendas and schedules for meetings.
- Records and distributes minutes or other records for meetings.
- Maintains office supplies and coordinates maintenance of office equipment.
- Maintains a system for recording expenses and the use of petty cash.
- Maintains a system for inventory of supplies.
- Maintain website and social media content.
- Performs other related duties as assigned.

Required Skills/Abilities:

- Excellent verbal and written communication skills.
- Excellent interpersonal and customer service skills.
- Proficient in Google Suite, Microsoft Office Suite or related software.
- Excellent organizational skills and attention to detail.
- Basic understanding of clerical procedures and systems such as recordkeeping and filing.
- Reliable transportation and valid driver's license.
- Ability to work independently.

Preferred Experience:

- Three to five years of experience in an administrative role.
- Three to five years of experience in a customer service role.

Physical Requirements:

- Prolonged periods sitting at a desk and working on a computer.
- Must be able to lift up to 50 pounds at times.

Compensation range for this full-time role is \$30,000-35,000 annually with paid time off and benefits package.

Interested applicants should submit their resume in .pdf format to Samantha Jones, sjones@partnershiftnetwork.com, by September 7, 2021. Any inquiries may be directed to Samantha as well.