



## Administrative Assistant

<b>Reports To</b>	Manager of Customer Service
<b>FLSA</b>	Hourly, Non-Exempt - Full Time
<b>Schedule</b>	8am-5pm (Monday – Friday)
<b>City/State</b>	Nashville, TN

**Description**                      **GENERAL DESCRIPTION OF POSITION**

The Administrative Assistant is responsible for providing effective customer service for all internal and external customers by using excellent communication skills, in-depth knowledge of company products and programs. The Administrative Assistant assists guests, provides information, supports executives and monitors the orderly operation of the Nashville office.

**ESSENTIAL DUTIES AND RESPONSIBILITIES**

- Provide timely and professional phone coverage
- Provide reception for any walk-in traffic
- Record and distribute inbound calls in call log/CRM system
- Provide customer service that adheres to company standards
- Coordinate, organize and ensure all event supplies are distributed for meetings and conferences
- Maintain office supplies
- Address member inquiries and provide answers/solutions that meet their needs
- Develop and foster relationships with current and potential members
- Provide administrative support for company needs
- Receive and distribute mail, faxes and emails as needed
- Ability to work well independently or on a team, always showing respect for a diverse constituency of staff, members, clients, and vendors.
- Assistance in the following areas as needed:
  - Assist with Accredited Case Manager (ACM) administration
  - Assist with all American Case Management Association (ACMA) products and services as needed
  - Field general membership questions and inquiries
  - Transition of Care support (TOC)
  - Continuing education (CE) support
- While performing the duties of this job, employees are regularly required to sit, walk and stand, talk or hear, both in person and by telephone, use hands repetitively to handle or operate standard office equipment; reach with hands and arms; and lift up to 25 pounds.



## Requirements

### EDUCATION AND EXPERIENCE

- High School Diploma, college degree preferred
- Effective time management
- Customer service experience
- Teamwork Capacity
- Problem Solving/Analysis
- Technical Capacity
- Highly organized and detail-oriented, flexible and collaborative with an ability to prioritize and manage multiple tasks simultaneously
- Excellent written and oral communication skills, and positive, can-do attitude

### SOFTWARE SKILLS REQUIRED

- Proficiency in Microsoft Office suite, including Excel, PowerPoint, Word and Outlook

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### EQUAL EMPLOYMENT OPPORTUNITY

CGi is an equal opportunity employer and values diversity. All employment is decided on the basis of qualifications, merit and business need.