

Join the Mazzei Injector Company Team

JOB TITLE: Office Assistant & Customer Service

WORK LOCATION: Bakersfield, CA

JOB DESCRIPTION:

Responsible for answering and triaging phone calls, customer order processing, office supplies inventory control and other general office support.

Basic knowledge of accounting and billing practices, as well as standard office duties. Resolves routine and basic customer issues and communicates solutions or requested information to customers. Complex issues and problems are reviewed with higher-level staff.

Processes customer orders, updates status and notifies customers of delivery schedule. May utilize a customer relationship application or database to record activities and research order information. Performs routine accounting activities such as maintenance of the general ledger, preparation of various accounting reconciliations.

Performs work under direct supervision.

ESSENTIAL DUTIES AND RESPONSIBILITIES:

The following are the essential functions of the position. The list is not exhaustive and may be supplemented as necessary.

Sales:

- Handle all incoming calls (first line of defense) and triage calls to design engineers/draftsman (medium to high level technical) and sales staff (sales leads or prospects). Basic customer questions including stock product pricing would be directly handled.
- Develop familiarity with Mazzei product descriptions, part numbers and list prices.
- Customer service including price quoting, order entry, proforma invoice processing and provide back-up for Senior Order Processing Specialist.
- Process orders on a recurring and regular basis working with Senior Order Processing Specialist.

General Office Support:

- Receive, direct and relay telephone messages.
- Maintain general filing and maintain correspondence records including related to accounts receivable and accounts payable.
- Pick up and deliver the mail.
- Maintain USPS postage meter and related account.
- Maintain an adequate inventory of office supplies and monitor the use of supplies and equipment.
- Open and date stamp all general correspondence.
- Welcome occasional visitors and guests and direct appropriately.
- Assist in Accounts Payable entry.



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ASSUMES OTHER ASSIGNMENTS AS DIRECTED BY ACCOUNTING SUPERVISOR



JOB SPECIFICATIONS:

The following are the knowledge, skills and/or abilities preferred or required to perform this job.

Education and/or Experience:

- High School Degree.
- Minimum 2 years in office work experience, 2-4 years of related experience.

Specialized Knowledge and Skills:

- Detail oriented.
- High level of accuracy.
- Customer Service oriented.
- Familiarity with Microsoft Word and Excel.
- Good communication skills.

Equipment & Applications/Working Conditions & Physical Demands: Reasonable accommodations are possible to enable people with disabilities to perform the essential responsibilities.

- Requires use of PC's, copiers and fax machines.
- General office environment.
- Physical demands include those required in a general office environment (use of PC's, sitting, stooping/kneeling, reaching, handling, speaking, hearing and seeing).

QUALIFIED APPLICANTS SEND RESUME TO INFO@MAZZEI.NET

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