

JOB POSTING

Position: Customer Service Administrative Assistant
Locations: Dripping Springs, TX (Austin, TX area)
Description: Expanding avionics systems integration company seeks Receptionist to provide front office support and customer service for busy engineering office.

Company Quality Policy:

L2 is committed to quality and continuous improvement in all areas of our organization. We provide solutions based on our customers' needs and are dedicated to ensuring that all expectations are surpassed. We are fanatical in ensuring our solutions meet or exceed regulatory and customer requirements. Working as a team, all employees are involved in the continuous quality improvement process to ensure that the company goals for quality, timeliness, responsiveness and innovation are met, thereby ensuring customer satisfaction.

Primary Responsibilities:

- Act as a backup to receptionist to include but not limited to meeting and greeting L2 visitors, answer phones, redirect calls and take messages as required
- Directs visitors to appropriate L2 area and/or staff member
- Assist DER of the L2 Drug and Alcohol Program
- Assist Sales department with PO processing, order entry, tracking and metrics
- Assist with scanning/filing training and drug program documents
- Provide general and administrative support as required
- Assist in booking travel for all departments as required
- Maintain and update employee training files
- Coordinate tradeshow events, work with vendors and shipping companies
- Assist with meeting coordination (Outlook calendars, set-up, reservations, etc.)
- Assist with new employee processing and HR checklist
- Coordinates new hire on boarding and conducts training
- Create and/or update accounts and contacts in Customer Relationship Management (CRM) System
- Create Sales and Customer Service related Standard Operating Procedures
- Assist executive management team as required
- Assist Sales Team with product and company slide decks
- Responsible for scheduling executive/manager meetings
- Perform basic filing and clerical duties
- Other responsibilities will be assigned by manager or supervisor

Preferred Qualifications:

- High School Diploma
- 2 years' experience preferred
- Knowledge of customer service principles and practices
- Professional personal presentation
- Customer service orientation
- Initiative
- Handles stressful situations and deadline pressures well
- Dependable
- 50 wpm typing ability
- Intermediate to advanced user capability with MS Word, Excel, PowerPoint and Outlook is required
- Ability to work with minimum supervision
- Ability to work overtime and weekends as necessary
- Excellent written and verbal communication skills required
- Experience working in a technical environment is strongly preferred
- Self-starter with the ability to handle multiple tasks simultaneously
- Experience editing technical documents is preferred
- Detail oriented within a fast-paced environment
- Ability to meet or exceed deadlines
- Must pass background verification and submit to company's Drug and Alcohol Abuse Program
- Must be legally able to work in the USA and supply required supporting documentation for I-9 Form

Contact: careers@L2aviation.com

L2 PROPRIETARY AND CONFIDENTIAL INFORMATION