

Job Description

Business Administrative Assistant

Company/Location: Kilwins Chocolates Franchise, Inc. - Petoskey, MI

Reports to: Director of Franchise Relations

FLSA Status: Non-Exempt/Hourly

Date Last Revised: June 18, 2018

JOB SUMMARY

This position provides administrative support to the leadership team, business unit leaders and all office staff including franchise file maintenance, legal document preparation, expense reporting, special projects, as well as managing, tracking, responding and ensuring a response to all customer service inquiries. The ideal candidate should have excellent oral and written communication skills and be able to organize their work using tools, like Outlook, Word, Excel, PowerPoint and Adobe. Attention to detail is key to success in this role. Confidentiality and discretion must be used at all times and the ability to improve all administrative processes and systems for efficiency and effectiveness is required. Independent judgment is required to plan, prioritize and organize a diverse set of responsibilities and people. Other ancillary functions include answering incoming phone calls, greeting visitors, handling incoming and outgoing mail and FedEx, coordinating meetings and conferences, and obtaining office supplies.

ESSENTIAL FUNCTIONS

1. Personally represents Kilwins Core Values, Core Purpose, Core Operating Standards, and Brand Promise.
2. Provide integrity, honesty, and knowledge that promotes the culture, values, and purpose of Kilwins Brand.
3. Provides a greeting in such a way that represents Kilwins core values and brand.
4. Proactively assists each business unit leader.
5. Answers incoming calls and administers the voicemail system. Assists customers with general questions such as franchise location information, product inquiries and website navigation.
6. Coordinates annual Franchise Disclosure Document renewal and process.
7. Administers the preparation, signing and filing of franchise agreements.
8. Types and designs general correspondences, memos, charts, graphs, tables etc. Proofreads copy checking for spelling, grammar and layout.
9. Maintains database of all Franchisee documentation - Legal store list, lease details, contact information, financial statement submission status, insurance submission status, etc.
10. Responsible for all customer service correspondence and calls, including follow up with franchisees and consultants. Maintains the customer concern tracking database in a timely and detailed manner. Sends correspondence and gift cards as appropriate.
11. Prepares, coordinates, and formats agendas and presentation decks for team meetings and other meetings as requested. Takes meeting minutes and distributes as requested.
12. Orient/train new team members to office systems including, Outlook setup, voicemail, scanner/copier, fax, mail process, office supply process and office needs.
13. Maintains internal phone list, email distribution lists and franchise directory. Updates and distributes in a timely manner.
14. Manage, negotiate, coordinate, and communicate all aspects of regional meetings to include locations, lodging, room set up, food service and franchisee attendance.
15. Coordinates Discovery Day set up, hotel reservations and lunch arrangements as requested.
16. Coordinates and schedules meetings for the leadership team, all team meetings/lunches, new team member luncheons, annual holiday party and special events as requested.

17. Handles incoming and outgoing mail and FedEx overnight/express mail for all office staff.
18. Provides daily support for meeting room set up and needs.
19. Orders lunches for office meetings upon request.
20. Coordinates routine office maintenance schedules and maintains and communicates office cleaning schedule.
21. Coordinates team member discount cards.
22. Coordinates the ordering, receiving, stocking and distribution of all office supplies and business cards.
23. Performs clerical duties for office staff including photocopying, faxing, scanning, filing and document preparation as requested.
24. Assists with binder building and assembly, bid packages, and other correspondence.
25. Tracks and adheres to process for franchisee requirements for insurance, financial statement reporting and lease expirations.
26. Special projects as assigned and approved.

KNOWLEDGE, SKILLS, AND ABILITIES

1. Proficiency with Microsoft Office (Word, Excel, PowerPoint, Outlook).
2. Proficiency with or willingness to become proficient with Adobe Pro.
3. Must have excellent organizational, follow through skills and an exceptional level of attention to detail.
4. Excellent typing, proofreading and editing skills.
5. Excellent analytical ability.
6. Ability to properly handle confidential and sensitive material with discretion.
7. Able to work independently as well as to accept direction from multiple sources on given assignments.
8. Ability to multi-task as well as to plan and prioritize is essential.
9. Must read, write, and speak English, and have excellent written and oral communication skills.
10. Must be customer service oriented.
11. Must be a role model with outstanding personal and business ethics.

EDUCATION AND EXPERIENCE

1. College degree or work experience equivalency.
2. Previous office administration experience required.
3. Previous accounting and Quickbooks experience a plus.
4. Background with legal documents preferred.

PHYSICAL REQUIREMENTS/WORK ENVIRONMENT

1. Must be able to work in office environment which includes sitting and/or standing for long periods.
2. Routinely uses standard office equipment such as computers, photocopiers, fax, and multi-line phone.
3. Must be able to lift up to 50 lbs. and bend and stand as necessary.
4. Must be able to drive an automobile and have a valid driver's license.
5. Must reside locally in the Petoskey area.

OTHER DUTIES

Please note this job description is not intended to cover a comprehensive listing of all activities, duties or responsibilities that are required of the employee for this job. Individuals may perform other duties as assigned including working in other areas to cover absences or to equalize peak work periods or otherwise balance the workload.