

**ADMINISTRATIVE SUPPORT STAFF
MEEMIC/AUBURN HILLS**

ASSISTS DEPARTMENT WITH A VARIETY OF SUPPORT FUNCTIONS THAT MAY INCLUDE PROCESSING TASKS, ORDERING AND MONITORING SUPPLIES, CONTACTING MEMBERS/CUSTOMERS, RESPONDING TO QUESTIONS, SUPPORTING THE FRONT-LINE RECEPTION FUNCTION, OPERATING A SWITCHBOARD*, ETC. COMPILES REPORT INFORMATION AND GENERATES ROUTINE REPORTS FOR USAGE BY MANAGEMENT. CODES, EDITS, VERIFIES, AND ENTERS INFORMATION ON A TELEPROCESSING/COMPUTER TERMINAL. PERFORMS CALCULATIONS FOR A VARIETY OF ROUTINE APPLICATIONS (I.E., REPORTS, FORMS, AUDITS, VARIOUS DEBIT AND CREDIT BALANCES, ETC.).

ASSISTS IN VARIOUS MONEY TRANSACTIONS INCLUDING ANALYZING AND RESOLUTION OF BILLING AND/OR CUSTOMER RELATED PROBLEMS FOLLOWING APPROPRIATE COMPANY PROCEDURES. TYPES FORMS, REPORTS, AND CORRESPONDENCE AS REQUIRED. MAINTAINS FILES AND RECORD SYSTEMS AND SORTS INCOMING MAIL AND DOCUMENTS. MAY PROCESS MAIL, USING POSTAL/IMAGING EQUIPMENT. COLLECTS INFORMATION AND INVESTIGATES PROBLEMS RELATIVE TO THE DEPARTMENT.

REVIEWS A VARIETY OF REPORTS, AND CHECKS VARIOUS FORMS FOR ACCURACY AND COMPLETENESS. MAY CONTACT INTERNAL AND/OR EXTERNAL CLIENTS FOR INFORMATION AND/OR TO RESPOND TO TELEPHONE INQUIRES AND PROBLEMS.

MAY ASSIST IN DEVELOPING AND IMPLEMENTING NEW PROCEDURES.
MAINTAINS RELATED LOGS AND RECORDS FOR ASSIGNED DEPARTMENT.

PERFORMS OTHER RELATED DUTIES AS ASSIGNED.

REQUIRED:

1. 40 WPM ACCURATE TYPING

ABILITY TO:

2. ANALYZE, RESEARCH AND SOLVE ROUTINE PROBLEMS
3. PRIORITIZE AND HANDLE MULTIPLE TASKS
4. PREPARE REPORT INFORMATION
5. COMMUNICATE EFFECTIVELY WITH OTHERS IN A WORK ENVIRONMENT AND WITH THE PUBLIC
6. ROTATE WITHIN DEPARTMENT TO PERFORM VARIOUS TRAINING OR SUPPORT FUNCTIONS
7. WORK IRREGULAR HOURS, HOLIDAYS AND/OR WEEKENDS
8. WALK AND STAND FOR MAJORITY OF WORK DAY, DEPENDING ON AREA ASSIGNED
9. BEND AND STOOP IN ORDER TO PERFORM FILING FUNCTIONS

10. LIFTING REQUIREMENT – 15 POUNDS
11. OPERATE A SWITCHBOARD

EXPERIENCE IN:

12. OPERATING AN ADDING MACHINE AND/OR CALCULATOR
13. PERFORMING BASIC MATHEMATICAL CALCULATIONS TO INCLUDE ADDITION, SUBTRACTION, MULTIPLICATION, DIVISION AND PERCENTAGES
14. MAINTAINING ACCURATE RECORDS
15. THE USE OF A PERSONAL COMPUTER
16. TYPING ROUTINE CORRESPONDENCE AND MEMOS
17. KNOWLEDGE OF BUSINESS GRAMMAR AND SPELLING

PREFERRED:

18. IMAGING EXPERIENCE
19. DATA ENTRY EXPERIENCE
20. RECEPTIONIST EXPERIENCE

Interested candidates can apply
on the corporate website at
<http://www.meemic.com/careers/>