



Administrative Assistant Job Description

Heli Americas was founded in 2007 and is based in Memphis, TN. Heli Americas delivers material handling products that are the best value for the money to both dealers and their industrial customers. As the manufacturer for Heli Americas, Anhui Heli has maintained a consistent track record of growth since 1958. Today, Heli is the 7th largest manufacturer of forklift worldwide. With over 10 million square feet of best-in-class ISO9001/14001 and CE certified production facilities, Heli excels at designing and manufacturing a rugged and high valued product line. And most importantly, Anhui Heli and Heli Americas are committed to providing well-designed and manufactured products along with the best support available to its dealers and customers.

Heli Americas is an equal-opportunity employer, and encourage veterans to apply for all positions.

Job Title/Description: Administrative Assistant – Memphis Corporate Office Location

The **Administrative Assistant duties** and responsibilities include providing administrative support to ensure efficient operation of the office. Supports managers and employees through a variety of tasks related to organization and communication. Responsible for confidential and time sensitive materials. Ability to effectively communicate via phone and email ensuring all duties are completed accurately and delivered with high quality and in a timely manner. Rely on experience and judgment to plan and accomplish goals and a wide degree of creativity and latitude is expected. Will report to the Operations Administrative Assistant.

Examples of duties include but are not limited to:

- Process Heli Americas Credit Applications
- Setup new customers in NetSuite
- Posting AR Payments
- Take all customer calls for accounts receivable when requesting invoices or statement
- Process & mail statements, monthly billing and mail parts invoices
- Process Warranty Claims Credits & file appropriately
- Maintain new truck folders & serial numbers signs for warehouse unit inventory
- Maintain New Dealers Contract Applications & send out new dealers contract packages.
- Request for dealer UCC filings through corporate attorneys
- Maintain track of ordering marketing material; literatures, shirts, model forklifts, pens, etc
- Assist with developing policy, procedure and sales training manuals
- Answer and direct phone calls & provide general support to visitors
- Provide information by answering questions and requests

- Sort & distribute all incoming mail
- Maintain contact lists
- Order office supplies
- Produce & distribute correspondence memos, letters, faxes, copies and forms
- Assist in the preparation of regularly scheduled reports
- Develop & maintain filing systems
- Book travel arrangements for staff as required

Administrative Assistant Skills & proficiencies:

- Reporting & Administrative writing & verbal skills
- Time management & organization skills
- Microsoft office/computer savvy skills
- Office Administration Procedures
- Marketing Graphic & Adobe Illustration Software, a plus
- Attention to details, accuracy & multitask

Qualifications:

- Associate Degree in Business/Office Administration or a related field & 2 years of office administration experience is preferred
- OR
- High School Diploma with a minimum of 4 years of office administration experience

Additional Information

This is a full time hourly position with a competitive hourly rate and complete fringe benefit package. Work Schedule is M-F (8am – 5pm)