



Administrative Professional Job Description

JOB SUMMARY:

Teltek, a local family owned and operated technology services company supporting small to mid-sized business in the Mid-Atlantic region. We are searching for another awesome administrative professional to enhance our dedicated team. Eligible candidates must be exceptional in customer service, willing to work full time and have prior admin experience. They will report to Teltek's Owings Mills, Maryland office and will be responsible for working closely with Teltek's Service Manager, Project Coordinators and Owners to assist coordinating multiple concurrent technology deployments, relocations, upgrades.

RESPONSIBILITIES:

- Assisting Teltek management with administrative functions
 - Scheduling travel (TBD)
 - Assist with managing email and follow up calls
 - Proposal creation and sales handoffs
 - Scheduling appointments with clients
- Assist in managing, monitoring and maintaining communications across all involved parties for multiple project related activities such as deadlines, equipment, manpower and profits
- Procurement of products and services as required for projects
- Preparing project closure documents and reconcile billing and job costing to ensure profitability
- Responsible for reporting and escalating project related concerns
- Other administrative functions to ensure the overall success in the business operation

MINIMUM QUALIFICATIONS REQUIRED:

For applicants to be considered it is essential for them to meet each of the following:

- Minimum of 10 years' administrative experience preferably in the technology sector or another similar services company (former office managers/administrators, project coordinators/managers and administrative/executive assistants are encouraged to apply)
- A 4-year college degree or equivalent on-the-job experience
- Some technical knowledge/experience with IT/telecommunications related deployments, voice and/or cabling infrastructure terminology is strongly desired but not required
- Exceptional verbal/written communication and customer service skills
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- A good working knowledge of Microsoft Office, CRM and ticketing software
- Must be highly organized, detail oriented, possess the ability to multi-task and think outside of the box

- Must also be, hardworking be an adaptable self-starter and thrive on a fast-paced, dynamic and challenging position
- Must be able to pass a background check and have reliable transportation to commute to and from the office
- May be expected to lift up to 25 pounds independently or up to 50 pounds with assistance.

COMPANY CULTURE:

The current team is a unique blend of fast-paced and detailed-oriented individuals that mostly work independently but also well occasionally in a collaborative group environment. We have a work-hard, play hard mentality with the common goal of delivering exceptional customer service to our clients. Teltek employees are rewarded with performance based incentives for meeting Key Performance Indicators (KPI's) and creating raving fans.

COMPENSATION AND BENEFITS:

Fulltime Teltek employees are compensated with the following competitive offerings:

- Competitive hourly wage with ability to earn performance based incentives
- FREE HEALTH INSURANCE
- 401K equivalent
- Education reimbursement for trainings/classes related to your position
- 15 Days Paid Time Off (PTO) + all major holidays with paid early dismissal the day prior + the day after Thanksgiving + YOUR BIRTHDAY!

CONTACT:

To learn more about our organization visit us on the web at www.myteltek.com; please do not call or stop by our office location to inquire. To apply for the position, reply to this ad at careers@myteltek.com and include your resume and a cover letter containing your salary expectations, a minimum of 3 professional references and your responses to the following three questions:

1. What value you feel you bring to the Teltek organization and why you think you are an exceptional candidate for this position and?
2. Detail your prior in administrative and/or technology experience that you have that qualifies you for this position?
3. Describe your 3-5-year career goals?

Applicants without a cover letter including the above requested information will not be considered. We look forward to hearing from you!