



## **Customer Service Administrative Assistant**

**Real Time Products** is seeking a Customer Service Administrative Assistant. This position provides support to our clients using a strategic perspective to drive company revenue. Work is performed under moderate supervision.

We are only interested in those that believe commitment and quality of work.

### **Responsibilities:**

- Learn and understand all areas of our business so that you can be exceptional!
- Answer all incoming phone calls on the first ring with positive, professional attitude.
- Follow up on management's email correspondence until project completion.
- Respond to and resolve all inquiries quickly, accurately, and efficiently with professionalism.
- Suggest and offer company products each time a phone call is made, or an email is sent.
- Track and proactively do what is required to make orders ship as expected.
- Track communication with clients and follow up until project completion.
- Inspect all documents and artwork for accuracy in detail.
- Acquire client's approval on all artwork.
- Match orders to invoices and ensure any back ordered items ship.
- Track commission payments to ensure they are timely and accurate.
- Maintain accurate files on daily basis.
- Work trade shows a minimum of three (3) times per year; each show requires one (1) week out of town.
- Convert leads into solid orders and lasting customers.
- Use sales software to manage volume of work.
- Create and manipulate data using Microsoft Excel formulas to provide reports.
- Travel within Oklahoma City metro to work one on one with customers.
- Represent Real Time Products with a clean, professional appearance.
- Assist other departments as needed.

### **Requirements:**

- Proficient in Microsoft Word, Outlook, and Excel including the ability to create new worksheets with formulas.
- Minimum typing speed: 75 WPM

- Minimum 10-key speed: 11,000 KPH
- Exceptional memory
- Must be able to follow both oral and written instructions quickly and accurately
- Use strategy implementation to reach desired goals
- Analytical skills
- Intuitive traits
- Understand cause and effect of various actions to form action plan
- Attention to detail while maintaining accuracy and a sense of urgency
- Excellent communication with clients both verbally and by email
- Professional, friendly, and enthusiastic approach to client service and sales
- Excellent organizational and tracking skills
- Experience using sales software
- At least 2 years of office/sales experience using Microsoft Office
- Work well under pressure, with ability to handle interruptions with ease
- Must be adaptable as needs or new duties arise
- Reliable transportation and ability to travel as needed, i.e. travel to trade shows (3x per year)
- Verifiable work references and stable, consistent work history
- High school diploma required; some college or bachelor's degree preferred

Please email resumes to [jobs@realtime-products.com](mailto:jobs@realtime-products.com).

\*Real Time Products promotes a drug free workplace. Candidate must pass initial drug screen as well as future screening. \*

Work hours are 8:00am-5:00pm Monday-Friday with occasional overtime & some Saturdays. We offer a benefit package and salary is commensurate with skill level and experience.

### **About Real Time Products**

We have been in business since 2001 and are operated by a team that has served the souvenir industry since 1985. Our organization is a close-knit group committed to excellence. Our commitment starts with our sales staff and permeates through our order entry, packing, and shipping processes. We are dedicated to great care and client service.