

Job Description

Title:	Administrative Assistant	Reports to:	Online Fulfillment Supervisor
FLSA Status:	Non-Exempt	Schedule:	Full Time: Monday-Friday Generally 8:00 am to 5:00 pm PST Overtime with Notice
Department:	Online	Location:	Sacramento, CA

About First Corporate Solutions (FCS)

First Corporate Solutions (FCS) is a global risk management and due diligence firm providing UCC and corporate solutions that help legal and financial professionals mitigate risk and perfect secured transactions. As a longtime leader in web-based due diligence solutions, FCS offers a comprehensive online lien searching, UCC filing, monitoring, and portfolio management system that provides users with centralized management of all of their due diligence related activities.

Job Summary

This entry level position is responsible for the preparation of external deliveries to vendors and/or jurisdictions, typing proprietary reports, and the front line in phone reception, while maintaining FCS' superior service standards and meeting deadlines. This position requires superior phone and email etiquette, and the ability to type 45 WPM with exceptional accuracy. The Administrative Assistant plays a vital role in supporting, communicating and encouraging FCS' Vision, Mission and Guiding Principles.

Duties and responsibilities

ESSENTIAL DUTIES AND RESPONSIBILITIES:

1. Answers all incoming calls using a multi-line phone system and directing callers accordingly
2. Provide a positive first impression to all incoming callers and visitors
3. Greets all visitors who enter through the front door and directs them accordingly
4. Open and sort all incoming mail, packages, other parcels and distribute accordingly
5. Prepare and finalize mail, certified parcels, overnight packages, other packets for delivery by deadline
6. Walk to Federal Express box when needed to ensure packages meet pickup deadline
7. Data Entry and Filing Prep
 - Accurately enter data for the Pacific Report to meet publication deadlines daily
 - Enter results for Account Monitoring and Search to Reflects, type Deed reference and legal descriptions for County Filings as assigned
 - Perform Newspaper searches for Notices of Bulk Sale and Notices of Intended daily
 - Review for typos and/or discrepancies and correct where needed
 - Prepare cover sheets and write checks for county filings
 - Prepare overnight labels for county filings and return Self Addressed Envelope for USPS Priority Mail
 - Complete entire package to meet delivery deadlines for vendor, USPS, FedEx, etc.
8. Scanning, faxing and using copier as requested
9. Manage the scanning of document for electronic storage
10. Record customer interactions with issues and escalate to manager immediately
11. Relay companywide information with all FCS offices as directed
12. Manage time and company resources appropriately
13. Other duties as assigned by department lead or manager

NON-ESSENTIAL DUTIES AND RESPONSIBILITIES:

- ✓ Perform various other job-related duties as prescribed by company and departmental need

Performance Measurements

- ✓ Answering phones in a cordial professional matter and correctly directing caller to appropriate person
- ✓ Abandoned call rate is less than 1%
- ✓ Overnight packages are prepared and sent to the correct destination by deadline
- ✓ Reports typed/data entry are error free
- ✓ Adhere to work schedule and approved time off
- ✓ Communicates clearly with other phone operators to ensure coverage of incoming calls

Qualifications**REQUIRED EDUCATION/CERTIFICATION:**

- ✓ High school diploma or greater
- ✓ Type 45 wpm with 100% accuracy (Typing Certificate)

REQUIRED KNOWLEDGE:

- ✓ High competence of computer applications including full Microsoft Suite and internet searching.
- ✓ Competent in PDF Studio Pro, Adobe Acrobat and a paperless work environment.
- ✓ Ability to write manual checks and prepare mail and packages

REQUIRED EXPERIENCE:

- ✓ 2 years of customer service experience in an office environment
- ✓ Experience with multi-line phone system
- ✓ Experience working in a fast paced, changing environment

REQUIRED SKILLS/ABILITIES:

- ✓ Ability to prepare business letters, proposals, summaries, and reports using prescribed format and conforming to all rules of punctuation, grammar, diction, and style
- ✓ Strong communication skills with reading, writing, speaking and command of the English language
- ✓ Open mail, overnight packages, sort and distribute accordingly; prepare and finalize mail and overnight packages for delivery by deadline
- ✓ Functioning as an integral part of team
- ✓ Critical thinking with analytical and research skills
- ✓ Capable of successfully collaborating with peers and management
- ✓ Ability to operate and navigate on a computer without supervision
- ✓ Ability to apply principles of logical or scientific thinking to define problems, collect data, establish facts, and draw conclusions

Working conditions

Walking to Federal Express drop box daily

May travel out of town by airplane or car to other cities for training, no more than 4 times a year.

The employee generally works indoors and is not substantially exposed to adverse environmental conditions.

Required Physical and Mental Activities

- ✓ Ability to continuously stand or walk

- ✓ Ability to bend, climb stairs and lift frequently
- ✓ Ability to lift up to 10 pounds frequently
- ✓ Ability to sit in an office environment for hours at a time
- ✓ Average, ordinary, visual acuity necessary to prepare or inspect documents or products, or operate a computer
- ✓ Able to hear average or normal conversations and receive ordinary information.
- ✓ Able to perform simple mathematics equations

First Corporate Solutions is an EOE and offers a competitive benefits package. Salary is DOE. To be considered for this position please submit your resume and cover letter summarizing your experience to **careers@ficoso.com**
Thank you for your interest!