



**JOB TITLE:** Administrative Assistant II

**REPORTS TO:** Search Services Manager

**FLSA STATUS:** Non-Exempt

**SCHEDULE:** Full-Time, M-F, 8:00 am to 5:00 pm PST, Overtime with Notice

**LOCATION:** Sacramento, CA

### ABOUT FIRST CORPORATE SOLUTIONS

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 products and services across many diverse segments of the public records industry.

### JOB SUMMARY

The Administrative Assistant 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.

### ESSENTIAL DUTIES AND RESPONSIBILITIES

- Answer incoming calls using a multi-line phone system and directing callers accordingly.
- Provide a positive first impression to all incoming callers and visitors.
- Open and sort all incoming mail, packages, other parcels and distribute accordingly.
- Prepare and finalize mail, certified parcels, overnight packages, other packets for delivery by deadline.
- Work with the Workflow Coordinator and Manager to assure quality customer service
- Communicate effectively with outside vendors, internal searches and clients
- Miscellaneous duties and special projects assigned, as directed by Manager
- Provide recorded documents from outside sources when needed from County Searchers
- Examine various public record websites (i.e. state and counties)
- Data Entry and Filing Prep.
- Enter results for Account Monitoring and Search to Reflects, type Deed reference and legal descriptions for County Filings as assigned.

- 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.
- Scan, fax and use copier as requested.
- Manage the scanning of documents for electronic storage.
- Record customer interactions with issues and escalate to manager immediately.
- Relay companywide information with all FCS offices as directed.
- Manage time and company resources appropriately.
- Other duties as assigned by department lead or manager.

#### **NON-ESSENTIAL DUTIES AND RESPONSIBILITIES**

- Proactively pursue professional development activities (e.g., review professional publications, establish personal networks, involved in industry training and updates).
- Cross train with team and other departments.

#### **REQUIRED QUALIFICATIONS**

\*Includes Physical and Mental Requirements\*

##### **Education**

- Minimum Education: High School Diploma.

##### **Experience**

- 5+ years of customer service experience in an office environment.
- Experience working in a fast paced, changing environment.

##### **Knowledge, Skills and Abilities**

- Type 45 wpm with 100% accuracy (Typing Certificate).
- Open mail, overnight packages, sort and distribute accordingly; prepare and finalize mail and overnight packages for delivery by deadline.
- Knowledge about use of multi-line phone systems.
- Ability to read and comprehend the Uniformed Commercial Code (RA9), Corporations Code and MARs rules.
- High competence of computer applications including full Microsoft Suite and internet searching.
- Competent in PDF Studio Pro, Adobe Acrobat and a paperless work environment.
- Strong communication skills with reading, writing, speaking and command of the English language.

- Critical thinking with analytical and research skills.
- Capable of successfully collaborating with peers and management.
- Detailed, organized, time management, and multi-tasking skills.
- Ability to operate and navigate on a computer without supervision.
- Work effectively in a teamwork environment, in daily activities as well as address problems in unique situations.
- Online research skills.
- Possess fundamental mathematic skills.
- Demonstrated commitment to high professional ethical standards in a diverse workplace.
- Ability to apply principles of logical or scientific thinking to define problems, collect data, establish facts and draw conclusions.
- Ability to prepare business letters, proposals, summaries and reports using prescribed format and conforming to all rules of punctuation, grammar, diction, and style.
- Ability to continuously sit, stand or walk in an office environment.
- Ability to bend and lift up to 10 pounds.
- Average/ordinary visual acuity necessary to prepare or inspect documents or products and operate a computer.
- Able to hear average or normal conversations and receive ordinary information.

## **PREFERRED QUALIFICATIONS**

### **Education**

- Some college or bachelor's degree in business-related field.

### **Experience**

- Prior experience in risk management, compliance, UCC, public record, finance or legal industry.

## **WORKING CONDITIONS**

The worker is to work indoors and is not substantially exposed to adverse environmental conditions. Repetitive and continual typing motion is required.

**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](mailto:careers@ficoso.com). Thank you for your interest!**