

Job Title: Support Specialist

Reports To: Group Manager

Job Purpose: Performs a variety of administrative functions for team reporting to managers and their direct reports.

Duties and Responsibilities:

- Directs incoming call flow for the Manager and assigned team.
- Composes memos and letters from notes or dictation.
- Research information to assist with the creation of presentations.
- Prepares, reviews and monitors expense reports for the team.
- Appointment scheduling.
- Report generation.
- May be assigned job-specific duties from the manager.
- May be responsible for billing, invoicing, and other billing-related functions or tasks.
- May assign work to team with the direction of the manager.
- May assist with compiling and developing the department's annual budget.
- May be responsible for FLOW ID# creation and assignment

Qualifications:

- Has knowledge of commonly used administrative concepts, practices, and procedures.
- Proficient with Microsoft Office suite of products.
- Excellent verbal, written, phone, and interpersonal skills.

Working Conditions: Typical office environment, limited travel Physical Requirements: Typical office environment; handling mail, supplies for team, etc.

Direct Reports: None

Pay Definition/Metrics: Non- Exempt - Hourly