



JOB DESCRIPTION FORM

Job Title:

Associate, Clerical Support

Organization Unit:

Sales

Job Summary:

Reports directly to the Sr. Sales Manager and responsible for assisting the sales team with basic to moderate complex clerical duties such as mail distribution, forms preparation and deliveries. Escalates and refers complex matters to the attention of the Account Executive, or the Sr. Sales Manager for appropriate action. Also responsible for providing overall administrative support functions for the entire sales team.

Duties and Responsibilities:

1. Provides assistance to customers on basic inquiries by coordinating and collaborating with internal staff of the department.
2. Provides overall administrative support functions for the entire sales team such as but not limited to the following:
 - 2.1. Preparation of business correspondence.
 - 2.2. Incoming and outgoing mails
 - 2.3. Filing and safekeeping of sales records and documents
 - 2.4. Issuance, monitoring, replenishment and control of office supplies.
 - 2.5. Coordinates the operational and logistics requirements of sales meetings and all sales activities, such as prepares packets and presentation slides for conferences, training and meetings.
3. Performs other duties that may be assigned from time to time.

Job Specifications:

1. High School Graduate – certification is not required.
2. Previous formal experience is not required.
3. Guam Driver's License & Insurance required

4. Effective team player. With very good interpersonal relationship skills and can work and relate well with co-employees, patients and customers.
5. Must have the behavioral sensitivity, maturity, diplomacy and tact in addressing complex situations and handling irate customers.
6. Outstanding oral and written communication skills.
7. Strong ethics and a high level of personal and professional integrity.
8. Must have basic familiarity on federal and state laws and requirements relating to healthcare management.
9. Computer literate and very highly proficient in using MS office programs.