

# HEARTLAND LABEL PRINTERS – Job Description



## Executive Assistant

<b>Department:</b>	Manufacturing Administration	<b>Schedule/ Shift:</b>	Monday – Friday : 8 a.m. to 5 p.m.
<b>FSLA Status:</b>	Non-Exempt	<b>Reports to:</b>	VP & GM
<b>Job Status:</b>	Full Time	<b>Travel:</b>	<5%
<b>Supervisory Responsibility</b>	No		

## Position Summary:

Supporting the VP & General Manager and other Leadership members, the Executive Assistant provides executive support in a one-on-one working relationship. The Executive Assistant serves as the primary point of contact for on all matters pertaining to scheduling time with the VP & GM.

The ideal individual will have the ability to exercise good judgment in a variety of situations, with strong written and verbal communication, administrative, and organizational skills, and the ability to maintain a realistic balance among multiple priorities.

The Executive Assistant will have the ability to work independently with minimal supervision and must be able to work under pressure at times to handle a variety of activities and confidential matters with discretion.

## Roles and Responsibilities/ Essential Functions:

### Sales Support and Customer Service Back up (30%)

- This role will work with business functions (Customer Service, Sales & Marketing), as needed, to facilitate the delivery of expected business improvement results. This may include:
  - Provides coverage for vacations in a support role, for the order entry and quoting areas as needed.
  - Providing assistance to the Sales & Marketing Department as needed with marketing collateral and social media presence to communicate Label products and service differentiations.

### Support Duties (40%)

- Data entry and report processing
- Finance and Procurement Department support
- Production support

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- Special projects

## **Executive Assistant (20%)**

- Assist the Heartland Label Leadership team and support personnel as needed to promote efficient operations of the office area.
- Managing the VP & GM's calendar. Plans, coordinates and ensures the VP & GM's schedule is followed and respected. Provides "gatekeeper" and "gateway" role, creating win-win situations for direct access to the VP & GM's time and office. Confirms appointments and attendees.
- Manages administrative tasks related to VP & GM's direct reports including approval of time-off requests, birthday and anniversary reminders.
- Arranges schedules and travel for the Management team as needed.
- Manages the Expense reporting process for the Management/Staff as needed.
- Arrange customer visits, retirement events and other similar types of activities.
- Perform special projects, as assigned. Ex. Setting up for meetings.

## **Office Manager (10%)**

- Manage the physical office space for cleanliness, order and conformance to 5S requirements.
- General office duties, such as ordering supplies and other support items for the staff and office team.
- Other duties as assigned.

## **Competencies**

- Accountability – Ability to accept responsibility and account for his/her actions.
- Accuracy: The extent to which an individual's work is correct and error free within company policies and guidelines.
- Adaptability: The extent to which an individual can fit into a changing work environment.
- Customer Oriented: A desire to serve both external and internal clients by focusing effort on meeting the clients' needs, understanding their concerns, and seeking to build trust.
- Communication, Oral & Written: The extent to which an individual communicates with clarity, actively engaging in conversations in order to clearly understand others' message and intent, and received and processes feedback.
- Discretion – Ability to maintain confidentiality.
- Emotional Intelligence – Ability to assess situations objectively and professionally
- Decision Making – Ability to make critical decisions while following company procedures.

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- Organized - Possessing the trait of being organized or following a systematic method of performing a task.
- Problem Solving: The ability to recognize courses of action which can be taken to handle problems or potential problems.
- Relationship Building – Ability to effectively build relationships with customers and co-workers.
- Self-Confident – The trait of being comfortable in making decisions for oneself.
- Time Management: The ability to effectively utilize available time for the completion of necessary job tasks.
- Working Under Pressure – Ability to complete assigned tasks under stressful situations.

## Required Skills, Education and/ or Certifications:

- High School Diploma or Equivalent
- Very proficient in Microsoft Office Suite (Word, Excel, Powerpoint, Access and Outlook) for data entry and reporting
- Strong communication skills in regards to dealing with internal and external customers
- Strong organizational skills and ability to multitask between multiple projects
- Leadership skills
- Flexibility in schedule and ability to work additional hours as needed.

## Preferred Skills, Education and/ or Certifications:

- College degree, 2 or 4 year

## Work Environment

% of Time Spent in Work Environment	Type of Environment
<5%	<b>Production-</b> Work is performed indoors in a manufacturing setting with regular exposure to cold, heat, noise, and moving machines/equipment.
>75%	<b>Office-</b> Work is performed primarily in a standard office environment but may involve exposure to moderate noise levels from high-speed computer printers and other peripherals. Work involves operation of personal computer equipment for four to eight hours daily. Occasional travel to the manufacturing floor may be required.
NA	<b>Customer Site-</b> Work is performed in various environments depending on customers' industry. Environments can range from production to office areas.

**Physical Demands**

**Lift/Carry**

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Stand	Occasionally	10 lbs or less	Constantly
Walk	Frequently	11-20 lbs	Occasionally
Sit	Constantly	21-50 lbs	Occasionally
Handling Materials	Occasionally	51-100 lbs	Not Applicable
Reach Outward	Frequently	Over 100 lbs	Not Applicable
Reach Above Shoulder	Occasionally	<b>Push/Pull</b>	
Climb	Occasionally	12 lbs or less	Frequently
Crawl	Occasionally	13-25 lbs	Occasionally
Squat or Kneel	Occasionally	26-40 lbs	Occasionally
Bend	Occasionally	41-100 lbs	Occasionally

- N (Not Applicable)** Activity is not applicable to this occupation.
- O (Occasionally)** Occupation requires this activity up to 33% of the time (0 - 2.5+ hrs/day)
- F (Frequently)** Occupation requires this activity from 33% - 66% of the time (2.5 - 5.5+ hrs/day)
- C (Constantly)** Occupation requires this activity more than 66% of the time (5.5+ hrs/day)

## Reasonable Accommodations Statement

To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. Reasonable Accommodations may be made to enable qualified individuals with disabilities to perform the essential functions.

*Heartland is an Affirmative Action/Equal Opportunity Employer of Minorities, Women, Protected Veterans and Persons with Disabilities.*

## Other Duties

Please note this job description is not designed to cover or contain a comprehensive listing of activities, duties or responsibilities that are required of the employee for this job. Duties, responsibilities and activities may change at any time with or without notice.

## Signature

Employee signature below constitutes employee's understanding of the requirements, essential functions and duties of the position.

Employee: \_\_\_\_\_ Date: \_\_\_\_\_