

**AFR Services**, a national provider of flood zone determinations, automated valuations (AVMs), property inspections, insurance tracking and insurance products, is currently looking for a polished administrative support professional to join our Customer Support team to manage this highly visible, busy front desk position.

**PRIMARY JOB FUNCTIONS:**

- Heavy data entry of new service orders, generally for flood determinations, into proprietary database.
- Answer telephone calls, routing to the appropriate party or voice mail.
- Provide company information to callers such as company address (including accurate directions to the office), fax numbers, website address and other related information.
- Make announcements and pages over the internal intercom system.
- Greet visitors to the office.
- Maintain and update the company telephone list.
- Submit work orders to building maintenance.
- Maintain and update the conference room scheduling calendar.
- Solid computer literacy – Navigation through database, productivity (Word, Excel, Outlook) and internet applications.
- Receive, sort and forward incoming mail and packages.
- Coordinate pick-up and accept delivery of express mail services (FedEx/UPS). Order supplies as needed.
- Send out marketing materials upon request. Order materials as needed.
- Effectively use productivity software (Word, Excel, Outlook), navigating through forms and formatting spreadsheets.
- Monitor various electronic mailboxes and folders to obtain tasks and identify issues.
- Develop a knowledge base in the company's product offerings.
- Develop an understanding of the various departments' processes.

**MINIMUM JOB QUALIFICATIONS:**

- High school diploma or equivalent.
- 1-2 years' experience in a similar position. Insurance, real estate or banking experience preferred.
- Excellent written and verbal communication, solid command of the English language and grammar.
- Punctual and dependable with a professional appearance and demeanor.
- Must be able to multi-task and have intense focus on details, even with frequent interruptions.
- Must be sharp and adaptable, able to keep up in a multi-paced environment.
- Typing (40+ WPM) & Data Entry (8,000+ KSPH), with 100% accuracy.

**ADDITIONAL INFORMATION:**

- Office setting – Sitting 8 hours per day, heavy computer usage, and may bend, stoop and lift up to 20 pounds.
- Set work schedule is Monday through Friday, 9:00 a.m. to 6:00 p.m. with a one-hour lunch break.
- Office and building are smoke-free environments in accordance with City ordinance.

**TO APPLY:**

Submit a copy of your resume (.doc or .pdf format only) to [rbenton@afrservices.com](mailto:rbenton@afrservices.com) and include the position title in the subject line.

Health and Dental Insurance, Vacation and Personal time and 401(k) with company match are a few of the benefits offered after probationary periods.