



Part-Time Professional Career Opportunity

Administrative Assistant

Position Purpose

Gist Piano Center has built its over 45-year reputation on World-Class service. The ideal candidate for this position will be a warm and outgoing person - urgently focused on assisting Gist Piano Center clients and exceeding their service expectations. (S)he will be an excellent communicator, a diligent and well-organized self-starter, and a tenacious learner. Some office background is preferred, but piano skills are not necessary.

The Administrative Assistant's primary purpose will be to assist the Gist Piano Service Team in selling and scheduling service work (including piano moving and tuning services, additional piano work as recommended by a Gist Piano Center technician, appraisals, sales referrals and short-term piano rentals), collecting prospect data, communicating between service personnel and clients, and performing other tasks according to Gist Piano Center policy and The Gist Non-Negotiable Standards. (S)he will be responsible for answering Service Team telephone calls and emails, assisting service clients and coordinating with members of Gist Piano Center's Service Team. Essential Duties and Responsibilities are as follows:

Essential Duties & Responsibilities

- Provide World-Class customer service including adherence to Gist Piano Center's Non-Negotiable Standards, company policies, etc.
- Cheerfully and warmly answer Service Calls by the third ring.
- Work with Service Team to meet clients' needs in an organized and timely fashion.
- Collect and distribute client/prospect data in accordance with company policy.
- Sell Service Team products to prospective clients, including piano moving, tuning, appraisal and short-term rental services.
- Use Google Calendar to organize Service Team Schedule and coordinate with Gist Piano Center's outside Service Technicians.
- Work with Supervisor to meet Service Department staffing needs.
- Maintain safe and clean store environment.
- Ensure that Service Tickets are printed and distributed per company policy.
- Work with company software, including Office, Smart Service, Google products and more.
- Participate in general filing and office work.
- Other duties as assigned.

Education/Knowledge, Skills & Abilities

- Two to five years office experience preferred.
- Must demonstrate strong listening, written, verbal, non-verbal and interpersonal communication skills.
- Ability to work in a very fast-paced, high-energy environment without daily supervision.
- Must possess the ability to coordinate multiple and diverse projects simultaneously.
- Strong working knowledge of Microsoft Office (Word, Excel and Powerpoint in particular).
- Must possess a positive, enthusiastic attitude and a passion for "making it right" for Gist customers.

Compensation

- Full-time schedule, (possibly) including weekends
- Competitive salary and benefits offered.