

# Client Care Administrative Assistant

**The Administrative Assistant position provides specialized and general support to the Vice President of Marketing & Client Care and to the support staff. Major responsibilities include marketing and administrative support and interacting with all levels of leadership within the organization in addition to outside partners and contacts. Serve as host and coordinator for visitors to the call center in addition to regular administrative duties such as: filing, photocopying, and dissemination of confidential and non-confidential material, scheduling and planning meetings and events.**

**This position must demonstrate the ability to use discretion and good judgment and maintain a high level of professionalism, confidentiality and tactfulness.**

## Responsibilities and Duties

- Maintain confidentiality at all times
- Inventory Premium items
- Correspondence with Networks for premium requests
- Cross channel placement and reporting
- Package and mail marketing materials to systems
- Organize advertisements and invoice programmers for co-op funds
- Update and organize the marketing campaign book with all campaigns and materials used, incentive payouts and sales results
- Track and report on the media placed in systems
- Create and update promotion report
- Place radio ads and newspaper ads
- organize and/or assist special projects
- help coordinate special requests from systems for sponsorships and promotions
- research and mystery call the competition quarterly. Search and save competitor ads
- run errands as needed
- send out incentive prizes
- Keep network contacts and media contacts updated monthly
- Research community events and seek support through network partners
- Work on special projects as assigned
- Organize and secure all employee files.
- Process HR paperwork for terminated employees and file write up forms in appropriate personnel file.
- Process HR paperwork for new hire employees
- Place employment ads and contact employment agencies as needed.
- Submit and approval payment of invoices
- Support the spirit committee with events and morale boosters for the client care advisors
- send new applicants for pre screening
- run new hire background checks

### Other Helpful Skills

- Knowledge of Word, Windows and Excel
- Service Oriented
- Demonstrated attention to detail
- Problem solving skills
- Excellent written and oral communication skills
- Ability to work independently and as with a team
- Ability to handle and follow up on multiple tasks
- Demonstrated ability to take initiative
- Demonstrated time management and organizational skills to meet multiple and conflicting deadlines
- Professional and upbeat, positive and friendly attitude and demeanor
- Type 30 WPM

### Benefits

- 401 (K)
- Medical, dental and vision
- Profit Sharing
- Vacation, sick and personal time
- Paid Holidays
- NCTI cable courses
- Credit Union
- Life and Disability Coverage
- Business Casual Attire

Please send resumes to:  
WEHCO Video Client Care  
P.O. Box 384  
Bryant, AR 72089  
Or email to: [jobs@cablelynx.com](mailto:jobs@cablelynx.com)

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