NORTH STAR AG

**Location: Thief River Falls**

**Position:** Office Assistant:

**Reports To:** Directly to Cami Erickson, Vice President

The Office Assistant serves as the first point of contact for customers and visitors, providing professional customer service while supporting daily administrative and office operations. This role is responsible for phone coverage, customer assistance, document processing, office organization, and maintaining a welcoming showroom environment.

**Essential Duties and Responsibilities**

Customer Service & Communication

- Answer incoming phone calls, take messages, and transfer calls to the appropriate individuals.
- Greet and assist customers, directing them to the correct department or team member.
- Assist customers with equipment/unit pickup and facilitate document signing when needed.
- Ability to efficiently multi-task.

Administrative Support

- Collect and distribute incoming mail daily.
- Prepare and mail customer statements and invoices.
- Bill for payments
- Scan signed invoices and other business documents into company systems.
- Print reports and documents as requested.
- Assisting with AP/AR accounts.

Office Operations

- Order office supplies.
- Maintain organization and inventory of the office storage closet.
- Keep the showroom clean, organized, and presentable.
- Perform light cleaning duties as needed.
- Water office flowers and plants.

Schedule

- Regular schedule: Monday through Friday, 8:00 AM to 5:00 PM.

Benefits

- 401K Matching Program, Health, Dental & Vision Insurance Benefits, Vacation Pay & Paid Holidays