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administrative assistant

Posted by: Direct Multi-Pak Mailing Ltd

Posting date: 30-Nov-2024 **Closing date:** 29-May-2025

Education: College, CEGEP or other non-university certificate or diploma from a program of 1 year to 2 years

Language: english

Job location: Markham

Salary: \$35 Per Hour

Years of Experience: 2 years

Vacancy: 1

Job Type: Full Time

Job id: CAJ4507600

Job description:

RESPONSIBILITIES, SKILLS AND DUTIES:

- Receive and distribute incoming physical and electronic mail, along with other materials, while managing the flow of information within the organization and coordinating with other departments and external organizations.
- Manage multi-line phone system, answering and directing incoming calls promptly and professionally, ensuring excellent customer service.
- Draft, input, edit, and proofread correspondence, presentations, brochures, reports, and related materials based on machine dictation and handwritten notes.
Organize and manage both manual and digital information filing systems.
- Attend team meetings and accurately record minutes to document key decisions and discussions.

- **Compile data, statistics and other information to support research activities**

- Assist with training on company procedures and company software.
- Understand and ensure compliance with GMP/SOP within the company.
 - Update client flags in the CRM system and PTM Apps, ensuring accurate tracking of client status, preferences, and follow-up needs.
- Conduct comprehensive research utilizing resources such as personal contacts, directories, and the internet to identify the professional certifications and medical interests of healthcare professionals and institutions, enhancing the overall quality of the database.
- Perform regular database maintenance based on information received from returned mail, licensing boards, internet, and client files.
 - Collaborate with team members to refine the file management process, implementing best practices for data organization and storage.
 - Perform routine clean-up and maintenance in the CRM database to ensure data accuracy and integrity.
 - Identify and rectify data inconsistencies, duplicates, and errors through systematic review and validation processes.
- Assess customer needs, evaluate customer satisfaction and optimize customer services

- **Organize meetings and conferences**

- Perform other duties as assigned