



Job title	<i>Administrative Assistant</i>
Reports to	<i>Director of Foodservice Sales</i>
Classification	<i>Non-Exempt</i>

Job Purpose

The Administrative Assistant II provides high level support to the Plant Manager of Gulf Coast Blenders and L.H. Hayward & Company by:

- Supporting and contributing to the Organization's goals for quality, safety, performance, growth, and profitability.
- Fulfill our mission; *To create and deliver delicious food attracting folks to the joy of life in Louisiana.*
- Fostering LH Hayward's culture of caring, high-performance and teamwork.

Essential Functions & Responsibilities

Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

1. Primary on incoming phone calls.
2. Monitors "orders" email (backup).
3. Process sales orders (backup).
4. Verification of order acknowledgment was communicated to the customer.
5. Communicates to customer when orders ships.
6. Communication to customers about extended leads or shorted items with plan for fulfillment.
7. Initiates Internal Investigation reports from customer QC Complaints.
8. Production entries daily.
9. Receipt of goods entry and backups sent to A/P at LHH Shared Services.
10. Food Service Distributor item set up paperwork (backup).
11. Works with R&D Chef to develop and implement QC check points.
12. Files and organizes Food Safety documentation and COAs.
13. Performs all other duties as requested.



Competencies

1. Customer/Client Focus.
2. Assertiveness.
3. Independent judgment.
4. Technical Capacity, including extensive computer skills.
5. Effectively Work with Teams.
6. Thoroughness.
7. Collaboration Skills.
8. Communication Proficiency.
9. Flexibility.
10. Attention to Detail.
11. Persistence.

Qualifications

1. High school diploma.
2. Bachelor's degree in accounting preferred
3. Two to three years of related experience.
4. Knowledge of Microsoft Excel, Outlook and Word.
5. Prior experience with accounting and warehousing software applications, preferable SAGE 100 and QuickBooks Online version.
6. Excellent written and verbal communication.
7. Excellent interpersonal skills.
8. Valid LA Driver's License with clean record.
9. Proven ability to work well with others.
10. Effective and timely follow up and follow through.
11. Ability to organize and file electronically and physically.

Performance Standards for L.H. Hayward & Company L.L.C

As a team, LH Hayward players will demonstrate the ideals of these standards as a key and integral role in reaching company-wide goals:

1. Being a key contributor.
2. Willing to enhance the performance of others around who request or expects my help and support.
3. Developing myself into the next leader for our company.
4. Dedicated to meeting the expectations and requirements of both internal/external customers.
5. Is a significant contributor to the zero defects' culture.



6. Continually, meets performance goals successfully.
7. Can stay in the mode of learning, constantly improving your knowledge and skill.
8. Is determined to find a better way.
9. Dedicated to becoming the go-to person in your department with knowledge and experience others seek out.
10. Consistently doing what needs to be done, no matter what.
11. Strives to be the one who pushes self and others for exceptional results.
12. Realizes that tasks are not necessarily accomplishment. Uses accomplishment to meet goals.
13. Overcomes conflict and disagreement through skillful conversation and a desire to create a pleasant working environment. Improves skills in this area by practicing.
14. Relentlessly pursues a reduction in excess costs and expenses.
15. Makes your supervisor successful by being their most valuable player, with competence and unyielding pursuit of excellence.
16. Makes your contribution paramount and missed when not at work.
17. Owns the goals of the company as the goals of myself.
18. Rejects complacency within yourself and those around you.
19. Listens to and explores the ideas of others with genuine curiosity.
20. Works to be the best teammate possible.

Supervisory Responsibility

This position does not require the supervision of other positions.

Work Environment

This job operates in a professional office environment. This role routinely uses standard office equipment such as computers, phones, photocopiers, filing cabinets and fax machines.

Physical Demands

While performing the duties of this job, the employee is regularly required to talk, hear, and see. The employee frequently is required to stand, walk, read, use hands or fingers to handle or feel, reach with hands and arms, and sit for long periods of time.



Position Type and Expected Hours of Work

This is a full-time, 40 hours per week position. Business office hours are Monday through Thursday, 7:00 a.m. to 5:30 p.m., with occasional request for overtime hours as needed, based on company needs.

Travel

Local travel is not required for this position.

AAP/EEO Statement

It is the policy of L.H. Hayward & Company to provide equal employment opportunity to all employees and applicants for employment and not to discriminate on any basis prohibited by law, including race, color, sex, age, religion, national origin, disability, marital status, genetics, or veteran status. It is our intent and desire that equal employment opportunities will be provided in employment, recruitment, selection, compensation, benefits, promotion, demotion, reduction in force, termination and all other terms and conditions of employment.

Other Duties

Please note this job description is not designed to cover or contain a comprehensive listing of activities, duties or responsibilities that are required of the employee for this job. Duties, responsibilities, and activities may change at any time with or without notice.



This job description is not an employment contract.

Acknowledgment

I have reviewed the above job description and believe it to be *accurate and complete*, and I can successfully fulfill each duty or task. Employee signature below constitutes employee's understanding of the requirements, essential functions, and duties of the position.

Employee's Signature

Date

Supervisor's Signature

Date