



907.600.2727 ARCTICSHRED.COM
PO BOX 111666, ANCHORAGE, AK 99511

Executive Assistant

Opening Date: 03/01/2023

Closing Date: TBD

\$20.00 Hourly + DOE

Reports to: Chief Executive Officer or Management Designee

Work Schedule: FT Monday - Friday; 8:00 a.m. to 5:00 p.m. | PT Monday - Friday; 1:00 a.m. to 5:00 p.m. Schedule is flexible with adequate planning. Arctic Shred is closed in observance of all standard Federal and Local Government Holidays including; Martin Luther King, Jr. Day, President's Day, Seward's Day, Memorial Day, Juneteenth, Independence Day, Labor Day, Veterans Day, Thanksgiving Day, Christmas Day, New Year's Day.

Work Location: Hybrid Remote (Work from Home) approximately 80% Remote/20% Office - 1/5 Days in the Office

Fringe Benefits: PTO accrued per pay period based on tenure and FT/PT status. Up to 12 Weeks of Maternity/Paternity Leave LWOP. Cell phone Usage Stipend. Internet Usage Stipend. Laptop and work-related hardware & software provided by the employer as needed.

Summary of Position Duties: The responsibilities include but are not limited to providing administrative support for the CEO & CFO. Receive customer phone calls and requests for customer support, responding and redirecting as required. Manage delegated correspondence in a time sensitive manner. Collecting sensitive confidential customer records for walk-ins when in the office environment. Management of the Shred database for Document destruction data. Providing quotes through an approval process using Adobe Sign approved through the CEO. Quickly and efficiently create new customer profiles within the Shred database. Fleet Dispatching as required; Route Optimization, Daily Ticket Creation, Sending tickets to field Apps, Office to Fleet Communication, Reconcile tickets at the end of the shift accurately. Prepare Agendas for and/or Lead Weekly Team Meetings. Assist with company operational policy creation and amendments. Assist with Time approvals for field operations employees. Provide Certificates of Destruction, service schedules, and the like as needed to customers by request. Adhere to state, local federal and company policies. Perform other related duties as assigned.

Essential functions:

- Excellence in Customer Service and great Communication Skills.
- Expediting office errands on an infrequent basis.
- Report to work on time prepared to perform the duties of the position.
- Meet department productivity and quality standards.
- Receive, comprehend, and respond appropriately to direction.
- Work with customers to fulfill customer service requests.
- All other duties as assigned by supervisor.
- In the event of inclement weather, report to work early before regularly scheduled time to allow for delays and to stay ahead of the fleet for dispatching directions, if necessary.
- Have a positive and respectful attitude.
- Able to accept change in directions as customer needs change.



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- Well organized and detail oriented.
- Able to work both in a team environment and as an individual contributor.
- Able to follow all company policies and procedures.
- Self-motivated.
- Works well under pressure.
- Good knowledge of city streets or able to read a city map.
- Ability to use handheld devices.

Work environment: Office based Environment. Work from Home challenges should not to interfere with productivity and professional outward appearance to customers. Attend Weekly team meetings and contribute to promote companywide engagement between the remote/office/field employees.

Minimum eligibility requirements:

- High School Diploma or equivalent
- Clean MVR
- Pass pre-hire background check
- Must be able to pass random drug screening and pre-hire screening
- Must be able to carry a cell phone to be in constant communication with the supervisor
- Strong commitment and attention to accuracy and quality
- Strong directional awareness of Anchorage Vicinity and Southcentral Alaskan Cities with navigational skills to assist with fleet dispatching
- Valid State of AK Driver's License (Class B preferred)
- Strong Computer skills, (Effective Web Searching, Fast Typing skills, 10-key, MS Office Suite, Adobe Sign, etc.)

Preferred qualifications:

- Industry Knowledge preferred
- CSDS Certification (Certified Secure Destruction Specialist)
- RIM (Records Information Management experience)
- 5 Years of Secure Destruction Field Experience
- 2 Years of Office Administrative Experience
- Mechanical aptitude to assist in telephonic troubleshooting with the fleet in the event of a breakdown.
- Class B CDL preferred for versatility for unexpected driver sick days.

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 applicant for this job. Activities, duties, and responsibilities may change at any time with or without notice.

Additional Important Information:

Preference will be given to internal applicants for company growth.



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Conditional Offer of Employment:

If selected for hire, applicant may be subject to a pre-hire drug screening and background check for NAID (National Association of Information Destruction) Compliance. Appointment in this position will be conditional based on the pre-hire screening processes due to the sensitivity of the industry while working directly or indirectly with customers information.

Application Process:

Apply online through our www.arcticshred.com website. Click on the careers tab and click "apply here" to begin. Please submit a resume with a cover letter explaining why you would be a good fit for the position. Please attach 3 professional references with names, titles, business when you worked with them, dates you worked together, phone numbers and email addresses for each reference. Also attach a copy of the Application Questionnaire in the email. All applicant information should be sent to us using the apply here link which sends us your information securely to our office. In the subject line please indicate which position you are applying for.

Application Questionnaire: *(Please circle one of the following answers for each question below and return a copy of this questionnaire with your Resume/CV, Cover Letter & Professional References)*

1. In order to be considered, applicants **must** provide accurate and complete education and work history information in its entirety. The referenced information listed in the CV will be used to determine the applicant's qualifications towards meeting the minimum requirements for the position. If the experience or qualifications are not clearly visible in the CV or Resume, your application will be considered **not qualified** for this position and you may be removed from consideration. Do you understand, in order to be considered for this position, accurate and complete education and work history must be provided?
YES
NO
2. Are you a current Arctic Shred or JSR Business Services LLC Employee?
YES
NO
3. Which of the following best describes your level of education?
None / Less than High School
High School Diploma / GED / or Equivalent
Associate's Degree
Bachelor's Degree
Master's Degree or Higher
4. How many years of experience do you have within either the Records & Information Management Industry or the Information Destruction Industry?
Less than 1 year
1 year to less than 3 years
3 years to less than 5 years
5 years or more
5. Describe the experience you referenced for the above question and indicate which position(s) in your work history support your response. If N/A what outside industry experience do you have that would benefit this position?



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6. Do you currently possess a valid State of Alaska Drivers License? If so what class and endorsements or restrictions?
YES
NO
7. If hired, you will be required to pass a core competency knowledge based written and practical test with a score of 80% or greater after 3 attempts within the first 2 weeks from the initial start date. The tests will correspond to the position duties and requirements. Failure to pass within the allotted timeframe may result in disciplinary action up to Termination. Do you understand and agree to the above requirement?
YES
NO
8. Do you agree to undergo the pre-hire background and drug screening process?
YES
NO