



## Administrative Manager Job Summary

Kraft Business Systems is looking for an administrative manager to handle administrative operations. We're looking for a highly organized and efficient professional with administrative and finance experience. The successful candidate will provide oversight for all administrative personnel including those in accounting/billing, and customer service. We're looking for a take-charge individual who feels comfortable delegating tasks among

employees and has proven skills in staff development. Candidate must also be confident in their ability to make changes, improve office efficiency, as well as developing and managing our productivity & KPI metrics. This position, though managerial in nature, involves a heavy load of day to day functions and must be willing to do administrative tasks that are assigned. This position reports to the Business Manager.

## Administrative Manager Duties and Responsibilities

- Sales support - auditing, creating and placing orders, KPI Reporting
- Vendor/Client management - accuracy and delivery of orders and status review to ensure that clients receive their orders in a timely fashion
- Troubleshooting orders via email or phone, processing returns, and overseeing inventory reports
- Communicating regularly with other managers and providing daily reports for sales and production
- Ensuring that all business processes are implemented in a cost-effective and timely manner
- Helping to streamline organization so that all parts of the company are operating efficiently
- Working closely with the president of the company in a vast capacity
- Recruiting new administrative employees, then orient and train them based on specific job descriptions
- Conducting semi-annual evaluations of administrative personnel and provide guidance for potential improvements in each employee's performance
- Serving as the liaison between administrative personnel and senior management, communicating needs and concerns so they can be handled expeditiously
- Selecting employees for special projects and programs, then oversee their output
- Achieving specific financial objectives by communicating with administrative personnel and adjusting workflows as necessary
- Implementing customer service standards and evaluate employees based on their ability to meet those standards
- Providing technical and logistical support for all administrative personnel
- Managing open company projects
- Serving as the administrator and power user of our ERP System

## Skills and Requirements

- Bachelor's Degree in Accounting, Business, or related field.
- Proven track record of on-boarding, training and motivating administrative employees
- Excellent communication, time management, leadership and employee development skills
- Documented computer skills
- Prior management experience preferred

## Benefit Guide

### Ancillary Life Options



### Additional Employee Benefits

- Advanced Leadership Training and Development Programs
- Aggressive Bonus Programs
- Paid Holidays, Personal and Vacation Time
- 401K (with match)



#### Medical & Prescription Drug

Blue Care Network  
855-237-3501  
www.bcbsm.com



#### Vision

VSP  
800-877-7195  
www.vsp.com



#### Dental

Delta Dental  
800-524-0149  
www.deltadentalmi.com



#### Life Insurance

One America  
800-553-5318  
www.oneamerica.com

## About Kraft

### Since 1994

When looking for a technology solution for your business, Kraft Business Systems understands the big picture, not just a segment of it. You will never have to point fingers at individual vendors for your

network support, copier connectivity, printer care, or software issues because our team can provide you with all levels of design, installation, and support.

### Our Goal

Our goal is simple. We will improve the productivity and efficiency of your office technology while maintaining or reducing your current technology costs through the use of our **FREE** Technology Assessment Program and our managed services programs. We understand that improving business efficiency calls for more than just

a few products and services. You need access to an extensive line of reliable, high-performance business equipment and software solutions, and assessment and management tools to control spending with the scope, depth, and ongoing training to support your business.

**Thank you for your interest in Kraft Business Systems.**



### For More Information

Please visit: [kraftbusiness.com](http://kraftbusiness.com)  
Or call: (616) 977-2679

To submit a resume, please email [careers@kraftbusiness.com](mailto:careers@kraftbusiness.com)

### Site Visits

We also offer site visits:

Kraft Business Systems  
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Grand Rapids, MI 49512