



Stria.com

Stria is an INC. 5000 managed services company that focuses on delivering superb outsourced services in the following areas: document imaging, mailroom services, reprographics, file room management, record center staffing, file transportation, event planning and general administrative services.

The company serves a number of vertical markets including energy, government, health care, financial services and agriculture. Stria is always looking for team members (or "Strians" as we call ourselves) that are passionate, enthusiastic and devoted.

Position

Office Support Services I

Location

The position is based in Bakersfield, California

Summary

Delight Stria clients by performing various duties in conjunction with cleaning, material handling and stocking, meeting set-up and break-down, janitorial duties, and grounds keeping duties throughout named buildings and properties. In addition, performs various office administrative support duties including handling mail, answering phones, filing, and word processing. Operates office equipment and refills supplies as needed. May perform other minor duties, including overseeing events, ordering supplies and backing up receptionist. May act as an onsite coordinator for contractors, building security, and other service providers.

The successful candidate will be:

- Superb in attention to detail
- Neat in appearance
- Equipped with superb customer service skills.
- In possession of high energy and unlimited enthusiasm.
- Driven to succeed.

Compensation

\$12.00 hourly and great benefits.

To Apply

Send a cover letter and resume to Careers@Stria.com.

For more information visit <http://www.stria.com/careers/>

The company is a privately held, forward-leaning organization that offers training, great compensation and a superb culture. More information can be found online at www.Stria.com/careers.

Identification Section

Position Title: Office Support Services I

Department: Managed Onsite Services

Reports To: Enterprise Services Coordinator

EEOC Class: ASW

FLSA Status: Non-exempt

General Summary

Delight Stria clients by performing various duties in conjunction with cleaning, material handling and stocking, meeting set-up and break-down, janitorial duties, and grounds keeping duties throughout named buildings and properties. In addition, performs various office administrative support duties and operates office equipment. May include overseeing events and backing up receptionist. May also act as an onsite coordinator for other service providers.

Essential Job Functions

1. Ensure named areas are clean, free of clutter welcoming and safe for staff and guests.
 2. Receive and respond to service calls and implement immediate corrective action related to environmental health and safety issues.
 3. Log work in computerized systems (PC, tablet, phone, etc.).
 4. Physically walk interior and exterior areas of named client locations to remove litter, debris, refuse and other inappropriate items.
 5. Assist with "make-ready" duties when requested by the onsite Stria manager or client representatives.
 6. Assist with setup and breakdown of meeting facilities (water, chairs, flip boards, supplies, snacks, etc.)
 7. Sweep, mop, dust, vacuum and remove trash in offices, cafeterias and rest rooms.
 8. Clean or scrub sinks, urinals, walls and toilets in restrooms.
 9. Promptly clean floor spills or wet spots created by inclement weather.
 10. Ensure toilet tissue and paper hand towels are in stock and readily available.
 11. Attend Safety Meetings and Team Huddles.
 12. Develop, document, or maintain standards, best practices, or system usage procedures.
 13. Record and update metrics on all work activity.
 14. Maintains a Safe and Secure workspace at all times.
 15. Cleans, Organizes, and 5S's workspace.
 16. Greet and assist guests and visitors, including verifying access.
 17. Light cleaning and organizing of office areas.
 18. Reset conference areas (organize chairs, clean whiteboards, etc.)
 19. Utilize back office software to log tasks, metrics.
 20. Light data entry.
 21. Support special events.
 22. Assist with other tasks and projects as needed.
 23. All other duties as assigned.
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Knowledge, Skills, and Abilities

- Knowledge of principles and processes for providing customer and personal services. This includes customer needs assessment, meeting quality standards for services, and evaluation of customer satisfaction.
- Skill in maintaining our commitment to our customers; Ensures complaints are resolved in a timely manner to customers' satisfaction; elevates issues as appropriate.
- Skill in effective communication: speaking and writing to convey accurate information appropriate for the needs of the audience.
- Ability to effectively work individually or in a team environment.
- Ability to apply general rules to specific problems to produce answers that make sense.

Education and Experience

- Minimum of 6 months customer service-related experience required
- Prior Day Porter/Janitorial or related experience preferred but not required.

Physical Requirements	Percentage of Work Time Spent on Activity			
	Rarely < 1%	Occasionally 1% to 33%	Frequently 34% to 65%	Continually 66% to 100%
Seeing: Must be able to see well enough to read reports, navigate facility, and aid staff and clients in meeting their needs.				X
Hearing: Must be able to hear well enough to communicate with staff, customers, and vendors.				X
Standing/Walking: Must be able to move around facility to access authorized locations and/or stand for extended periods throughout the facility.				X
Climbing/Stooping/Kneeling/Reaching: Must be able to manually access and move stock throughout the facility.				X
Lifting/Pushing/Pulling: Must be able to regularly lift, push, and/or pull up to 55 pounds.				X
Fingering/Grasping/Feeling: Picking, pinching, typing or otherwise working, primarily with fingers rather than with the whole hand or arm as in handling. Applying pressure to an object with the fingers and palm. – Perceiving attributes of objects, such as size, shape, temperature or texture by touching with skin, particularly that of fingertips.				X

Working Conditions: Normal working conditions absent extreme factors.

Note: The above statements are intended to describe the general nature and level of work being performed. They are not intended to be construed as an exhaustive listing of all responsibilities, duties, and skills required.