

**RSR GROUP, INC.
JOB DESCRIPTION**

POSITION TITLE: Records Assistant

TITLE OF IMMEDIATE SUPERVISOR: Records Manager

DATE SUBMITTED: June 2021

POSITION SUMMARY:

This position is responsible for scanning, filing and redacting customer information, following up with current and potential customers by email and by phone, answering incoming calls and directing callers to the appropriate person, receiving package deliveries and assisting with processing license renewals and other special projects as needed.

DUTIES AND RESPONSIBILITIES:

Scan and redact customer information, including Federal Firearms Licenses, credit applications, and ACH authorization agreements, and pull into digital PDF files.

Review and update customer PDF files.

Follow up with potential customers by email and by phone to request additional documentation required based on customer set-up type and location, entity changes, ownership changes, or home-state resale certificate requirements and log follow-up attempts on Excel spreadsheet.

Function as the primary phone operator and direct incoming calls to the appropriate person professionally and promptly.

Greet visitors and package delivery drivers and alert package recipients of their package arrivals.

Prepare intercompany mail twice weekly at a designated time.

Assist with standard FFL, SOT, and state license renewals during times of high-volume in the Records Department.

Perform the Credit Assistant duties in his/her absence.

Assist with department bulk mailings and special projects as needed, including following up on mailings received as undeliverable.

EMPLOYEES SUPERVISED: None

QUALIFICATIONS:

The Records Assistant must be able to effectively communicate, verbally and in writing, with customers and co-workers. This individual must be proficient in Microsoft Word and Excel, or similar applications. Strong customer service, multi-tasking, organizational, and follow up skills are required. This position requires a high level of accuracy and attention to detail.

Physical demands:

While performing the duties of the Records Assistant, the employee is regularly required to talk and hear. The employee is frequently required to walk, sit, use hands to finger, handle, or feel and reach with hands and arms. Specific vision ability required including close vision, distance vision, peripheral vision. The employee must be

able to lift and/or move up to 20 pounds.

The physical demands of this job are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

DUTIES AND RESPONSIBILITIES MAY BE ADDED, DELETED, OR CHANGED AT ANY TIME AT THE DISCRETION OF MANAGEMENT, FORMALLY OR INFORMALLY, EITHER VERBALLY OR IN WRITING.