



Job Description – Administrative Support Coordinator

Form

Document 2-875/24
Last Revised 07/29/2024

JOB TITLE: Administrative Support Coordinator

EMPLOYER: Concorde Specialty Gases, Inc.

DEPARTMENT: Customer Service

REPORTS TO: Customer Service Team Manager

SUMMARY: The Administrative Support Coordinator provides administrative support to department managers while serving as a central coordination and communication hub for the office, ensuring schedules, resources, and information are organized and aligned so that daily operations run smoothly across departments.

DUTIES AND RESPONSIBILITIES:

Administrative Tasks:

- Provide general administrative support, including scheduling meetings, coordinating calendars, preparing materials, and recording notes.
- Serve as the primary point of contact for visitors, phone calls, and mail/package distribution.
- Maintain organized filing systems and handle document scanning, filing, and archiving.
- Order and manage office and production supplies, ensuring availability as needed.
- Coordinate travel arrangements and process expense reports in accordance with company policy.
- Support onboarding of new hires, including workspace setup and initial coordination.
- Assist with facility-related needs, including service requests and vendor coordination.
- Help coordinate office activities to ensure schedules, meetings, and resources are aligned across departments.
- Prepare meetings, visitors, and events by confirming logistics and materials in advance.
- Track and follow up on action items, requests, and communications to support timely completion.
- Maintain simple templates and shared documents to support consistent administrative processes.

Additional Responsibilities:

- Ensure schedules, updates, and key information are communicated clearly and on time across departments.
- Assist with employee engagement efforts, including recognition (e.g., newsletter shoutouts) and company or community events.
- Provide backup support for the customer service team, including shipment tracking and order status updates.
- Attend training as required and perform other duties as assigned.

SUPERVISORY RESPONSIBILITIES:

- This job has no supervisory responsibilities.



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QUALIFICATIONS:

- Associate's Degree (AA) or equivalent from a two-year college or technical school.
- 2+ years administrative experience required.
- Computer skills required: Microsoft Office Suite, Adobe Acrobat Pro
- Employees must have basic English proficiency when performing their work, or working as a team, in the warehouse and any other areas that contain gas, chemicals, and equipment. Employees must have basic English proficiency in reading comprehension to ensure full understanding of all safety policies, procedures, and certifications for performing work in the warehouse and other areas that contain gas, chemicals, and equipment.

COMPETENCIES:

- **Customer Service** - Manages difficult or emotional customer situations; Responds promptly to customer needs; Solicits customer feedback to improve service; Responds to requests for service and assistance; Meets commitments.
- **Dependability** - Follows instructions, responds to management direction; Takes responsibility for own actions; Keeps commitments; Commits to long hours of work when necessary to reach goals; Completes tasks on time or notifies appropriate person with an alternate plan.
- **Organizational Support** - Follows policies and procedures; Completes administrative tasks correctly and on time; Supports organization's goals and values; Benefits organization through outside activities; Supports affirmative action and respects diversity.
- **Professionalism** - Approaches others in a tactful manner; Reacts well under pressure; Treats others with respect and consideration regardless of their status or position; Accepts responsibility for own actions; Follows through on commitments.
- **Written Communication** - Writes clearly and informatively; Edits work for spelling and grammar; Varies writing style to meet needs; Presents numerical data effectively; Able to read and interpret written information.

PHYSICAL DEMANDS AND WORK ENVIRONMENT:

- Continually required to sit and talk or hear.
- Occasionally required to stand, walk and utilize hand and finger dexterity.
- While performing the duties of this job, the noise level in the work environment is usually moderate.
- The employee must occasionally lift and /or move up to 10 pounds.

The above is intended to describe the general content of and requirements for the performance of this job. It is not to be construed as an exhaustive statement of duties, responsibilities, or physical requirements. Nothing in this job posting restricts management's right to assign or reassign duties and responsibilities to this job at any time. Reasonable accommodation may be made to enable individuals with disabilities to perform the essential functions of the position.

We are an equal opportunity employer, and all qualified applicants will receive consideration for employment without regard to race, color, religion, sex, sexual orientation, gender identity or expression, pregnancy, age,



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national origin, disability status, genetic information, protected veteran status, or any other characteristic protected by law.

We are a drug-free workplace and are committed to providing a safe, healthy, and productive work environment for our employees. Employment with our company is contingent upon a successful completion of a pre-employment drug screen and background check.