



*Enabling Excellence in Communication and Technology*

**Administrative Assistant**

**Location: Appleton, WI**

EDCi provides infrastructure and call center technology services and solutions to clients throughout the United States. Through our partnership and certifications with leading technology providers including Citrix, Cisco, Genesys, IBM and Microsoft, our customers receive the highest quality of product and service the industry has to offer.

EDCi, a leading contact center consulting and services company, is seeking an ambitious and motivated individual to join our team as an Administrative Assistant. This is a newly created position that offers a great opportunity for someone who is looking to start their career and grow with our company. The primary responsibilities of this position include administrative tasks, contract management, and sales support.

Come join a high-performance team! At EDCi, we are more than just technologists. We are a team passionate about the work we do and a family dedicated to building on our strengths and improving our challenges both individually and collectively. EDCi is an organization that takes pride in recognizing balance and the importance of family. If you're a talented professional looking to help lead a cutting-edge growing company and seek a flexible, family-oriented work environment, we want to talk to you!

When you join the EDCi team, you'll receive many perks, such as:

- Remote work from home
- Paid holidays, vacation and sick time
- Bring Your Own PC Policy
- Cell phone reimbursement
- Casual dress
- Funded training and certifications
- Health, dental & vision insurance
- 401K match

And much more!



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## **RESPONSIBILITIES:**

- Provide administrative support to the team, including scheduling appointments, managing emails, organizing files and paperwork, and other tasks as needed.
- Draft contracts based on input provided by the team and ensure all contracts are accurate and meet company standards and legal requirements.
- Support the sales team with tasks such as lead generation, customer service, and account management.
- Assist in managing client relationships and ensuring high levels of customer satisfaction.
- Work closely with team members to complete various projects and initiatives.

## **PRIMARY/ESSENTIAL SKILLS AND QUALIFICATIONS:**

- High school diploma or equivalent required; some college coursework preferred.
- Strong attention to detail and ability to manage multiple tasks simultaneously.
- Excellent organizational and communication skills.
- Proficiency in Microsoft Office Suite (Word, Excel, PowerPoint, Outlook).
- Knowledge of contract law and legal terminology is a plus.
- Ability to work independently and as part of a team.
- Ambitious and eager to learn and grow within the company.
- Prior administrative experience is a plus.

This position offers a competitive salary and benefits package, as well as opportunities for career advancement within our sales team. If you're a hardworking individual who is looking for a challenging and rewarding position with a growing company, we encourage you to apply.

To apply, please submit your resume and a cover letter explaining why you're a good fit for the position to [careers@edci.com](mailto:careers@edci.com). We thank all applicants for their interest, but only those selected for an interview will be contacted.