



## Sample Job List Week March 20 – March 24

\*\*\*This list is compiled from a variety of sources and is only a small representation of the open positions in our area. This list in no way endorses any of the employers listed but is simply to be used as a resource for those in job search. \*\*\*

**Patient Account Representative** Des Moines Orthopedic Sur - West Des Moines, IA  
www.indeed.com You Will: Performs billing and collections tasks including accurate and efficient data entry, outstanding balance collection and coding assistance. Answers billing questions from patients, insurance companies, physicians, and secretaries. Reviews Explanations of benefits and follow up on problems. Sends rebills when needed Researches problem accounts and no-pay explanations of benefits with the patient, insurance companies and necessary internal clients. Researches and determines how to process past due amounts Meets with physicians on a regular basis regarding past due accounts and other billing or coding issues. Sends appropriate correspondence to patients, insurance companies, and other third party payers. Assists with coding questions when requested by the physicians, nurses or secretaries. Posts payments and adjustments from patients, insurance companies, and other third party payers. Reconcile daily payments and balance by operator number Reviews insurance pre-bills on a daily basis, for coding or keying errors and makes the necessary corrections. Participates in the rotation to file claims with insurance payers, prints and distributes daily financial reports and initiates patient statements. Prepare patients refunds, and maintain assigned physicians unapplied activity. Other duties and projects as assigned. Requirements: Knowledge of HCFA preferred but not required One or more years in a medical office required, knowledge of billing guidelines preferred. Computer/office equipment knowledge required, must be able to create and maintain Excel and Word documents and scan documents. Experience with CPT and ICD10 Maintain required records, reports and files. Proven ability to multi-task.

**Administrative Assistant** UnitedHealth Group Des Moines, IA www.indeed.com Positions in this function include more traditional administrative/clerical support roles including: answering the telephone, typing/word processing of documents, maintaining calendars and setting up meetings, making travel arrangements, copying, faxing, greeting visitors, setting up files, tracking expenses, and coordinating building and equipment maintenance. At senior levels, function may include supervision of other clerical/administrative staff. Primary Responsibilities: Applies knowledge / skills to activities that often vary from day to day. Demonstrates a moderate level of knowledge and skills in own function. Requires little assistance with standard and non-standard requests Solves routine problems on own Works with supervisor to solve more complex problems Prioritizes and organizes own work to meet agreed upon deadlines Works with others as part of a team Required Qualifications: High School Diploma or GED Administrative / clerical support experience including: answering the telephone, typing / word processing of documents, maintaining calendars and setting up meetings, making travel arrangements, copying, faxing, greeting visitors, and setting up files Preferred Qualifications:



**Customer Service & Floral positions** Flowerama - Windsor Heights, IA [www.indeed.com](http://www.indeed.com) The Windsor Heights Flowerama is seeking both full and part-time sales associates and floral designers for day, night and weekend shifts. Our Florist and Gift store is seeking qualified applicants who have strong customer service and/or retail SALES experience. Supervisory and/or floral experience is a plus. Must be willing to work a flexible schedule in a fast-paced creative environment. We are open Monday - Sunday and most holidays. Part-time Required education: High school or equivalent Required experience: Customer: 2 years

**Clinic Care Technician** Primary HealthCare Des Moines IA [www.indeed.com](http://www.indeed.com) Responsible for supporting the delivery of patient care as delegated by professional clinical staff, including rooming patients, obtaining vital signs, height & weight, collecting basic patient data, documenting in the electronic medical record, assisting with minor procedures, collecting and labeling lab specimens, preparing exam rooms, and performing administrative duties. Performs tasks which do not require a license, independent judgement, or intervention. Minimum requirements for this position include: must be at least 18 years of age, high school diploma or equivalent; completion of at least a 75-hour Certified Nursing Assistant program, a 136 hour certified EMT program, or an accredited Medical Assistant program; Basic Life Support (BLS) for Health Care Providers Certification\* and Mandatory Reporter Certification\*. Must be obtained within the 90-day introductory period if not current

**Entry Level Medical Screener** 30 Hrs. Per Wk. (10AM to 10PM) Part-time Shire West Des Moines, IA [www.indeed.com](http://www.indeed.com) Responsible for all Medical History job skills in order to screen new and repeat donors for eligibility to donate. May also perform entry-level Phlebotomy floor skills as assigned and trained to complete. Comply with federal, state, local and company-specific regulations related to quality of product, employee and donor safety and to the proper performance of day-to-day activities. Committed to meet customer service expectations, greeting donors as they enter and exit the building. Answer phones within reasonable timeframe. Maintain orderly filing system, purging records as needed. Take and record donor pulse, blood pressure, and temperature measures and monitor electronic donor questionnaire system. Perform finger stick, test sample, and record other donor measures to include hematocrit, total protein and weight. Qualifications High School Diploma or equivalent required. Experience in a laboratory, hospital, or other regulated environment is highly desirable. Ability to read and follow Standard Operating Procedures (SOPs) and to maintain complete and accurate records. Good verbal communication and customer service skills. Ability to multi-task and work as a team player.

**Kennel/Boarding Assistant** Part-time Canine Craze Performance Center - Urbandale, IA [www.indeed.com](http://www.indeed.com) A Kennel Assistant maintains a healthy environment for all dogs boarding while assuring the daily routine care. Essential Duties and Responsibilities Feeds and provides daily care for all dogs, including administering medicines and when applicable, groom and socialize dogs (25%) Follows life skills (impulse control and obedience) training protocols when interacting with dogs. (25%) Cleans and maintain boarding area (runs and crates), in such a manner as to provide an odor free and low stress environment for the animals. (20%) Performs



routine facility cleaning, such as but not limited to dishes, laundry, vacuuming and mopping animal and public areas, restocking supplies, and picking up outdoors. (10%) Maintains a friendly demeanor and providing good customer service while assisting Follow check-in/check-out procedures during drop-off/pick-up times while ensuring quality customer service. (10%) Maintains electronic and paper records of animal. (5%) Handles and controls animals that may be difficult to handle. (5%) Perform other duties, as assigned. Required experience: animal care: 1 year

**Assistant Dog Trainer** Canine Craze Performance Center - Urbandale, IA

[www.indeed.com](http://www.indeed.com) Looking for individuals who are driven, team oriented, and eager to learn to join our team as an Assistant Dog Trainer. This position supports and assists full-time Dog Trainers who are responsible for the individual supervision, training, control, and management of dogs and puppies in group training environments and in one-on-one training in our day time programs. The setting is similar to a doggie daycare, but we are looking for individuals who have a high desire to learn dog training and be a dog trainer. Feeds and provides daily care for all dogs, including administering medicines and when applicable, groom and socialize dogs. (20%). Follows life skills (socialization, impulse control and obedience) training protocols when interacting and walking dogs. (20%) Maintains a friendly demeanor and provides good customer service while following check-in/check-out procedures during drop-off/pick-up times. (20%) Cleans and maintains Train & Play classroom and crating areas Qualifications:

Education/Training Preferred: high school diploma or GED Related Experience/Requirements Preferred: 6 months dog experience Knowledge/Skills/Abilities

**Receptionist** Mercy Central Peds Clinic MERCY MEDICAL CENTER Requisition Number 2017-R0104119 DES MOINES, IA [www.indeed.com](http://www.indeed.com). Essential Duties: Perform patient check-in at the time of visit and completes all paperwork necessary to ensure the admitting process is efficient and all clinic and regulatory policies are in compliance. Answer phone calls and direct them appropriately. Schedule appointments according to office guideline. Obtain accurate patient and insurance information, collecting copays (TOS) and deductible amounts. Copy/scan patient access related hardcopy materials (e.g. ID, referrals, insurance cards, etc.) into the correct location in the electronic medical record. Prepare charts for patient appointments making sure all necessary information is complete. Conduct all functions associated with patient check-out including pricing services, collecting patient responsibility payments and scheduling follow-up appointments. Perform duties involving record filing and retrieval and assisting with the filing of registration documentation in electronic medical records. Confirm next day appointments and alerts patients as to what documentation is needed, including details associated with time-of-service payment. Follow up with patients regarding the Missed Appointment Policy and send out the appropriate communications. Perform other duties as assigned. Certifications: High school diploma or equivalent required.

**Office Assistant/Receptionist** Part Time Bob Lenc Landscaping - Des Moines, IA

[www.indeed.com](http://www.indeed.com) The ideal candidate will be reliable, hardworking, friendly, and have a flexible schedule. The position is responsible for greeting customers, answering phones, scheduling,



and some accounts receivable data entry Responsibilities include but are not limited to:  
Greeting customers Answering busy phones taking detailed messages Scheduling  
appointments, filing. Accounts receivable data entry Maintaining customer account  
Qualifications: Punctual. Flexible Schedule Knowledge of MS Office Knowledge of QuickBooks  
(preferred) Customer Service Skills Receptionist Experience

**Supervisor** Brass Armadillo Antique Mall Part Time Des Moines, IA [www.indeed.com](http://www.indeed.com)  
NOW HIRING!!! This is a fun retail environment, hours available nights and weekend. Applicant  
needs supervisor experience, must be friendly and have great people skills. Customer service  
experience is another key. Many benefits: Profit sharing, tenure bonus and others

**Patient Access Representative** Full Time Days Abrazo Health Care Des Moines, IA  
[www.indeed.com](http://www.indeed.com) JOB SUMMARY Responsible for duties in support of departmental efficiencies  
which may include: but not limited to performing scheduling, registration, patient pre-  
admission and admission, reception and discharge functions. Must obtain complete and  
accurate patient demographic information. Patient Access representatives also must employ  
proper, compliant patient liability collection techniques before, during & after date of service.  
KNOWLEDGE, SKILLS, ABILITIES Minimum typing skills of 35 wpm Demonstrated working  
knowledge of PC/CRT/printer Knowledge of function and relationships within a hospital  
environment preferred Customer service skills and experience Course in Medical Terminology  
preferred Understanding of Third Party Payor requirements preferred. Understanding of  
Compliance standards preferred. Must be able to perform essential job duties in at least two  
Patient Access service areas including ED EDUCATION / EXPERIENCE Include minimum  
education, technical training, and/or experience preferred to perform the job. High School  
Diploma or GED required 0 – 1 year in a Customer Service role. 0 – 1 year administrative  
experience in medical facility, health insurance, or related area preferred. Some college  
coursework is preferred

**Culinary Server** Lifespace Communities, Inc. - Des Moines, IA [www.indeed.com](http://www.indeed.com) JOB SUMMARY:  
The Culinary Server serves meals and beverages to residents and guests of the culinary venues,  
catered functions, and special events. The Culinary Server assists in creating an extraordinary  
culinary experience for residents and guests Accurately take resident and guest orders, entering  
menu selections into a point-of-sale or similar tracking electronic system. Serve meals and  
beverages in a prompt and professional manner. Fill room service menu orders and expedite  
delivery and ensure all room service trays are retrieved at conclusion of dining time. Clear  
tables during and after residents and guests have concluded dining. Arrange table settings  
appropriately and efficiently. Stock pantry areas with adequate supplies, complete assigned  
side jobs and perform thorough cleaning of the culinary venues. JOB REQUIREMENTS: No  
educational requirement. Must have ability to perform basic arithmetic, understand  
measurements, and follow written and oral instructions. No experience required. A willingness  
to learn is needed.



**Warehouse Generalist** Lomar, 3rd Shift, Full-time/Part Time Hy-Vee, Inc. Des Moines, IA  
www.indeed.com Responsible for the selection and stacking of merchandise on pallets to be shipped to retail locations. Prepares orders including accurately selecting order items via a voice automated selection system and palletizes them for shipment.

**Warehouse / Driver** Industrial Supply Solutions, Inc. Des Moines, IA www.indeed.com The right candidate will possess the following qualifications: Excellent organizational and customer service skills with the ability to develop and maintain strong relationships with fellow employees and customers Outgoing with a positive attitude and professional appearance and demeanor. Valid Driver License with a clean MVR Basic Forklift, shipping and receiving experience helpful Must be able to lift up to 50lbs Experience in mining, power transmission or conveyors a plus Must pass Drug Test & Physical

**Visitor Services Associate** Part-time Science Center of Iowa - Des Moines, IA www.indeed.com Responsibilities: Greet all guests promptly and in a friendly manner. Give accurate information to the visitors 100% of the time Complete all transactions accurately and efficiently Prepare accurate daily balance reports maintain a clean, neat, and well-stocked work area while taking tickets, greet and welcome all visitors and groups into the Blank IMAX Dome Theater Assist any visitors or groups that may need extra time getting into the theater. Maintain a high level of cleanliness inside and outside the theater Communicate effectively and appropriately over the phone, radio and through e-mail with all SCI staff be ready to assist within all areas of the Retail Operations Team Report to work in a timely manner Maintain flexibility to work days, nights, weekends and holidays Attend mandatory quarterly staff meetings Perform other tasks, as assigned Requirements: Previous cash handling experience required. Retail experience preferred. Pleasant, outgoing and professional personality at all times the ability to work well with the public or all ages and backgrounds and be comfortable in crowded situation while communicating effectively must be honest, dependable and able to work independently and with a team Must be flexible to work in multiple areas throughout the day

**Kitchen Leader** Perkins & Marie Callender's, LLC Des Moines, IA www.indeed.com SUMMARY OF POSITION: Maintains direction of kitchen staff members to ensure daily goals and tasks are being met. Performs all duties to maximize guest satisfaction and quality work environment. POSITION ACTIVITIES AND TASKS: Works with Kitchen Manager to ensure that all budget expenses are within limits. Keeps General Manager/Kitchen Manager informed of problems and/or issues and proposes alternative solutions for consideration. Identifies ways to improve and streamline operation. Maintains a clean and safe facility. Monitors and oversees food temperatures during hot and cold handling to reduce the incidence of risk factors known to cause food borne illness. Communicates clearly and concisely both verbally and in writing. Selects and maintains communication with vendors providing restaurant equipment and supplies. Completes walk thru and temperature checks in the kitchen. Assists in ordering food, produce, liquor and restaurant supplies. Assists in receiving deliveries and checks paperwork to ensure receipt of items and directs staff to stock items.



**Event Planner Intern** Blink Events - Des Moines, IA [www.indeed.com](http://www.indeed.com) Job responsibilities include the following things: Social Media Management: develop and implement consistent and interesting social media plan across multiple platforms Event Help in all aspects: from client meetings; planning & coordinating; event set up & breakdown...etc. Sales: Promote business development through active networking Benefits to the intern: In addition to above candidate will be provided educational experiences like vendor visits. There is a lot of room for creativity and growth. LOTS AND LOTS of hands on experience on event management and small business operations. Consistent schedule but it can be flexible. Candidate would need their own computer but could work anywhere depending on the task. Mandatory in person meeting at the beginning of the week where tasks are assigned and from there we will map out the remainder of the week.

**General Office Assistant** Valley Optical/Waukee Eye Care - West Des Moines, IA [www.indeed.com](http://www.indeed.com) Need outgoing personality and computer skills for: Greeting patients Answering phones Scheduling appointments preparing patient files learning to pretest patients Learning frame and lens selection Learning frame adjustment and repair light cleaning

**Receptionist/Administrative Assistant** Goodwin Trucker Group Des Moines, IA [www.indeed.com](http://www.indeed.com) The receptionist is responsible for answering telephones, routing calls to appropriate department/individual, greeting and assisting customers at parts counter, inputting data in computer, and performing filing duties. The receptionist will also assist the parts department and service department as needed. Minimum Qualifications: High school Diploma or GED Must be able to pass a pre-employment drug screen Experience in operating computer software programs and basic office equipment. Ability to work independently or as a team player. Data entry experience. Good typing skills. Customer service experience. Mature personality, able to relate well with customers and their concerns, other employees, and as a team. The ability to concentrate, handle pressure, meet deadlines, and pay attention to detail Excellent verbal and communication skills required. Good organizational skills. Motivated, outgoing, self-starter. Able to follow through on duties and assignments with minimal supervision. Good grammar, voice and diction Excellent time management skills, the ability to prioritize and manage multiple projects. Maintain professional appearance/demeanor in the office. Maintain positive attitude under stress.

**Secretary** Surgery Methodist UnityPoint Health Des Moines, IA [www.indeed.com](http://www.indeed.com) Responsibilities: Provides efficient and accurate answering and routing of all incoming telephone transfers. Creating a reliable communication link between the Medical Center, physicians and patients. Ability to read, write and speak fluent English. High school diploma or equivalent required. Medical terminology preferred or successful completion within first year of employment. 25 wpm typing. Ability to see and read CRT screens. Normal hearing required. Previous phone experience and people skills important.

**Receptionist** Mercy West Peds Clinic Catholic Health Initiatives Clive, IA [www.indeed.com](http://www.indeed.com) Administrative and Clerical Daily Schedule M-F 8:30am-5:00pm Weekends Required HSD:



**Administrative Assistant/Receptionist** Milan Laser Hair Removal Des Moines, IA  
www.indeed.com Responsibilities: Greet guests Provide exceptional customer service Screen and forward any incoming phone calls while providing basic information when needed Schedule appointments Process financial transactions Reports -both manual and digital Provide other administrative duties such as: filing, photocopying, faxing etc. Assisting Clinic Manager with all clinic needs Requirements: Prior work experience in a similar role Proficient with basic computer programs such as Word, Excel and Google Drive Great communication skills both written and verbal Basic math skills Ability to be resourceful and proactive in dealing with issues that may arise must be able to multitask, prioritize, and work under pressure. Required experience: Receptionist: 1 year Administrative Assistant: 1 year

**Medical Equipment Delivery Technician/ Delivery Driver** Job Code: ACCA-DESM-02-011017  
Sizewise Des Moines, IA www.indeed.com Key Areas of Responsibility: Perform medical equipment maintenance, delivery/pick-up and in-servicing to health care professionals Process equipment: cleaning/sterilization phase, quality control checks, necessary maintenance and delivery preparation Adhere to all OSHA, HIPAA and compliance/regulatory guidelines as applicable Operate and maintain service records for Sizewise delivery vehicles. On call: every 5th Friday night and every Saturday To be successful in this role, you should have the following: High School Diploma or GED or 1-3 months related experience Have a valid driver's license with clean driving record and ability to drive at night Be able to pass DOT Physical and Drug Screen Have the ability to lift up to 75 lbs, to push 700 lbs. of medical equipment (on wheels) up ramps, to unload/load equipment onto trucks daily, to stand/kneel/squat for extended periods of time during equipment processing Possessing a mechanical aptitude is a plus Previous experience driving a delivery vehicle and medical industry also a plus

**Distribution Center Associate** Hot Topic, Inc Des Moines, IA www.indeed.com Ensures the efficient and accurate receipt and fulfillment of production orders and shipments to meet required performance standards. This position reports to the DC Supervisor. Communicates with management on any production issues that arise. Monitors production supplies and partners with Supervisor or Team Lead to order additional supplies as needed. Inputs data into PTL and other DC stations. Ensures proper use of all packing supplies and materials. Stages next order to maintain production levels at standard. REQUIREMENTS Experience & Education High School Diploma or Equivalent (GED). Previous DC experience, Knowledge of basic DC functions preferred.

**Call Center Representative** Full and Part Time Nationwide Office Care - Clive, IA  
www.indeed.com currently looking for someone for our call center position. Daily duties include making calls to local businesses to set appointments for our sales team. Must have good customer service skills, a good phone voice, be aggressive, assertive, handle rejection well, and be highly motivated. Our hours are M-F 8:30-4:30. We have a full time position available as well as part time. If you are interested in a part time flex hour position, you will be able to come in



to fill open time slots throughout the week. Open interviews Tuesday March 21st and Thursday March 23rd from 9am-11am and 2pm-4pm. Will be hiring this week.

**Courier** FedEx Express Des Moines, IA [www.indeed.com](http://www.indeed.com) To operate company vehicles and provide courteous and efficient delivery and pick up of packages; to check shipments for conformance to FedEx features of service; to provide coverage for all assigned routes within the station's service area; to provide related customer service functions. Provides efficient and safe delivery and pick-up of packages and documents, while representing the company in a professional manner. Operates non-articulated vehicles safely and efficiently, complying with all governmental and corporate procedures. Accomplishes accurate and timely selection and inspection of assigned packages and the subsequent reporting of stop counts and missorts. Requirements: High school diploma/G.E.D. Six (6) months courier experience preferred. Must be able to demonstrate area knowledge. Must obtain and maintain a valid driver's license in accordance with your state requirements for type of vehicle assigned and have good driving record as outlined in policy.

**Customer Office Representative** MidAmerican Energy Des Moines, IA [www.indeed.com](http://www.indeed.com) Conducts personal interviews and responds to customer inquiries regarding billings, past-due accounts, service connects, disconnects and terminations of gas and electric services. Approximately 50 percent of personal interviews are sensitive in nature as they relate to credit and service termination issues. Perform additional responsibilities such as cashiering and compilation of miscellaneous reports as requested or assigned. Conducts research and investigations pertaining to customer accounts and company equipment. Qualifications High school diploma/high school equivalency or equivalent work experience. Minimum of one to two years of customer service experience. Proficiency in computers, customer service system, cashiering software and related software programs. Proficient in operation of office equipment, scanners, copiers and phone systems.

**Receptionist** - Perinatal Center of Iowa- FT Catholic Health Initiatives Des Moines, IA [www.indeed.com](http://www.indeed.com) Job Summary: Under direct supervision, Receptionist is responsible for performing a variety of general administrative support duties associated with the patient intake process and performs routine duties within the clinic. Perform patient check-in at the time of visit and completes all paperwork necessary to ensure the admitting process is efficient and all clinic and regulatory policies are in compliance. Answer phone calls and direct them appropriately. Schedule appointments according to office guideline. Obtain accurate patient and insurance information, collecting copays Copy/scan patient access related hardcopy materials (e.g. ID, referrals, insurance cards, etc.) into the correct location in the electronic medical record. Perform other duties as assigned. High school diploma or equivalent required.

**Mail & Imaging Associate** IV EMC Insurance Des Moines, IA [www.indeed.com](http://www.indeed.com) Essential Functions: Assembles documents into batches for scanning Scans mail and inspects images to ensure quality Enters index data into the workflow system Distributes mail to various departments \ Opens, sorts and distributes mail Cleans and maintains equipment Education &



Experience: High school diploma or equivalency preferred Experience with mail and imaging processes preferred Knowledge, Skills & Abilities: Accurate keyboarding speed (35-40 wpm) Ten key by touch. Good customer service skills Ability to file alpha and numeric information accurately Good verbal and written communication skills

**Warehouse Worker** 8am-5pm Mon-Fri Ceritifit Auto Body Parts - Urbandale, IA  
[www.indeed.com](http://www.indeed.com) JOB DESCRIPTION Unloading supply trucks Stock and pick auto body parts in our warehouse. Helping customers at our sales counter occasionally make deliveries to customers using company truck/van Maintain a professional attitude at all times Requirements: Able to work 40 hours a week, every week-Some heavy lifting may be required (50lbs). We sell auto body parts and some can get heavy. Clean driving record and been licensed for at least 6 years. Please bring copy of driving record with you when you come to complete an application. You must be able to pass a pre-employment drug screen. Bilingual (Spanish) is helpful

**Front Desk Agent Guest Service Representative** Hampton Inn West Des Moines, IA  
[www.indeed.com](http://www.indeed.com) Agent Guest Service Responsibilities Include: Using the computer system on a daily basis to make reservations, check-in and check-out hotel guests Performing office tasks such as answering the phones, scanning, copying, typing, and printing Interacting with hotel guests with a friendly smile and welcoming attitude Listening to guests' concerns and anticipating their need Providing exceptional service to hotel guests throughout their stay and ensuring 100% satisfaction Flexible team player who takes pride in what he/she does and enjoys brightening the day of our hotel guests Front Desk Agent Guest Service Representative Knowledge, Skills, and Abilities: Hospitality and guest focus Strong attention to detail Reliability and honesty Planning and organizing Teamwork

**Resident Assistant** Martina Place Assisted Living (PRN) Bishop Drumm Retirement Center - Johnston, IA [www.indeed.com](http://www.indeed.com) Assist elderly people who are functionally, physically, and/or socially impaired and need 24-hour oversight. Assist residents with those activities of daily living that they are unable to perform without help, fostering at all times residents' independence and freedom of choice. Responsibilities will be conducted in a manner that is consistent with the mission, vision, and philosophy of BDRC as well as the philosophy of assisted living adopted by Martina Place. Activities of Daily Living (ADLs): Provides assistance with: Dressing/undressing (clothing should be clean & appropriate) Bathing Personal hygiene (shaving, dental hygiene, nail care, hair care, foot care, assistance in the event of resident incontinence, etc.); Mobility devices (cane, walker, wheelchair, crutches) including monitoring of safe transfer and ambulation techniques; Care of ADL devices (i.e. eyeglasses, contact lenses, hearing aides, etc.). Minimum required: Must be able to think, act, and intervene independently in both routine and emergency situations. Must be self-motivated and function as an "in charge person." Must be able to relate to residents and staff in a courteous and diplomatic manner under all circumstances Assists with clerical duties (i.e. maintenance of chart, recording vital signs, etc.) Effectively assumes job responsibilities of ancillary support during absences.



**Customer Service Specialist** REI West Des Moines, IA [www.indeed.com](http://www.indeed.com) The role of Customer Service Specialist contributes to the success of REI by processing purchase transactions at registers, selling memberships and other REI services to customers, supporting our 100% satisfaction guarantee by processing customer returns, and completing other unique customer service functions. REI employees pride themselves on living the REI values: balance, authenticity, quality, service, respect, integrity. Sound interesting? Keep reading to learn more about this position and life at REI! In addition to being a customer service sage, typical work for this position includes: Supports customers by responding to product, membership and REI service questions, general inquiries and customer feedback Provide customers with product, membership and service information including the REI Visa Card program Processes purchase, membership, service and return transactions at the register in alignment with REI's 100% satisfaction guarantee Collect payment for goods, make change and distribute receipts Identify, research, and resolve customer issues. Supports Retail Store Pick-Up (RSPU) by assisting with the receipt of product from truck and processing customer pick-up. Performs unique transactions such as special orders, Outdoor School sign-ups and special ticket sales. Maintains customer and employee hold area by keeping the area organized and removing items that are beyond the hold dates. Processes damaged goods according to store policy. This may involve tagging, moving and/or re-pricing the item. Informs customers of repair options and completes repair processing. Follows document retention and disposal guidelines. Maintains and stocks work area Here are some skills that we look for in our Customer Service Specialists: Previous cashiering experience. Previous customer service experience (preferred) 10-key skills (preferred) Effective communication skills Ability to adhere to company policies and procedures Availability to work a flexible schedule based on business needs, including evenings and weekends

**Administrative Assistant** Technology by Design - Urbandale, IA [www.indeed.com](http://www.indeed.com) Job Summary: As an Administrative Assistant, you will be responsible for answering the phones, assisting customers with all Installation and Service Scheduling as well as product ordering. Answering company phone calls and providing each customer with excellent service using communications skills and customer service results as well as greeting customers in our lobby area, and assisting customers as needed. Filing: Daily Customer/ Job Filing Typing required by office, sales, or installation staff. Using Microsoft Word, Excel, and Office Documents and Spread Sheets to create any needed documents Quick Books Entries to keep all customer files up to date. All Scheduling for Installations and Services as requested by customers or Installation staff. Light office cleaning and all other general office and clerical duties Qualifications: You must present a clear, outgoing, personable phone voice and disposition We require business casual dress for modesty and professional interaction with customers and other employees. You must also have solid multi-tasking and organizational skills. Dependable attendance is a must, accompanied by a positive attitude. College degree not required, but preferred. (2 year Associates Degree) Valid driver's license.