

## Clerical Assistant

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Company: IMCS Group Inc

Location: Indianapolis, Indiana

Category: other-general

Clerical Assistant

IMCS Group is one of the fastest growing MWBE (Minority Woman Owned Enterprise) staffing firms in the U.S. We focus on bringing a Diversity Recruitment approach to Fortune 500 companies within North America and EMEA region contingent labor programs. IMCS Group excels in providing top talent in IT, Healthcare, Engineering, Finance, Light Industrial, Contact Center, and Clerical. We have offices in the US, Canada, Mexico, and India in which we can provide support to our clients.

Job Reference Number: (phone number removed)

Location: Indianapolis, IN 46204

Job Type: Contract

Responsibilities:

Answer the EMU ACD phone line in a courteous and professional manner in order to address the caller's issues, update critical employee data, update company data, provide lump sum totals, and provide support to the caller by delivering quality customer service.

Respond to the emails and faxes for the EMU helpdesk practicing proper email etiquette.

Research the ISETS data base, resource programs, and the internet to update employer information in addition to sending letters, making phone calls, sending e-mails, etc. to the employer to obtain the necessary data needed and/or verify the data.

Work with the county prosecutor staff in responding to their requests to add/update employer

information.

Provide training to employers and county caseworkers on policy and procedures.

Work reports to identify employers, change addresses for employers and participants, or update critical employee data.

Work data clean-up reports to ensure employer data reliability.

Qualifications /Skills:

Knowledge of basic personal computer operations

Proficient in Microsoft Office Products

Proficient in keyboarding

Experience providing customer service internally and externally.

Experience working in a fast paced/high volume work environment

Focus working on excel spreadsheets (intermediate)

Experience in an office environment

Experience working with data

High School Diploma or GED

Salary Range: \$16 - \$17 per Hour.

The above pay range represents the expected salary range for this job requisition. In determining your pay, we'll consider your location, experience, and other job-related factors.

Schedule:

7:00 am - 3:30 pm EST

Safety:

Vaccination against COVID-19 may be a requirement for this job in compliance with current client and governmental policies. An IMCS Group recruiter will confirm and share more details with you during the interview process.

IMCS Group is an equal opportunity employer and makes employment decisions without regard to race, color, religion, sex, sexual orientation, gender identity, national origin, veteran status, disability status, age, or any other status protected by law. IMCS Group is committed to maintaining an inclusive workforce, where employees are hired, retained, compensated, and promoted based on their contributions to our Company.

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