



Jet's America Inc.

Job Title:	Office Assistant	Date:	December 2025
Department:	Office	Location:	Sterling Heights, Michigan
HR Contact:	Mary Kopietz	Rate of Pay:	Negotiable
Reports To:	Office Manager	Type:	Full Time

Job Description:

The Office Assistant is responsible for providing administrative and clerical support to ensure efficient and compliant daily office operations. This position supports multiple departments, assists with insurance administration, vendor onboarding and approval processes, and contributes to maintaining a professional, organized, and policy-compliant office environment.

Responsibilities:

- Greets and welcomes visitors entering the office. i.e. customers, franchisees and vendors in a professional manner.
- Answers incoming phone calls, forwards calls and electronic inquiries; provides basic assistance and escalates matters as appropriate.
- Manages and maintains franchisee insurance certificates and related records in accordance with company requirements.
- Support corporate store insurance processes, including collection of reports, organization of documentation, and assistance with quote comparisons.
- Maintain office equipment and coordinate maintenance or service requests as needed.
- Assist with insurance audits and preparation of supporting documentation.
- Provide administrative support related to royalty reporting and internal tracking
- Assist with vendor onboarding by collecting, reviewing, and organizing required documentation, forms, and compliance materials.
- Support managers and department leaders with vendor approval processes by coordinating required information, monitoring status, and facilitating timely follow-up.
- Manage office supply inventory and place orders in accordance with approved procedures.
- Maintain accurate and up-to-date vendor records, approvals, and onboarding documentation in accordance with company policies and retention guidelines.
- Serve as a point of contact between vendors, managers, and internal departments to facilitate timely setup, approvals, and issue resolution.
- Provide administrative assistance for cross-functional projects involving Customer Service, IT, HR, Accounting, and Marketing.
- Maintain cleanliness and organization of office common areas in accordance with company standards.
- Perform other duties as assigned consistent with the scope of the position.

Required Skills & Experience:

- High school diploma or equivalent required; post-secondary education preferred.
- One (1) to three (3) years of experience in an administrative or office support role.
- Proficiency in Microsoft Office applications (Word, Excel, Outlook) and general office systems.

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- Strong organizational skills with a high level of accuracy and attention to detail.
- Demonstrated ability to manage multiple priorities and meet deadlines.
- Effective written and verbal communication skills and a professional customer service demeanor.

Physical Demands:

- Ability to remain seated and work at a computer for extended periods.
- Frequent use of hands for keyboarding and office equipment.
- Ability to occasionally lift and move office materials weighing up to fifty (50) pounds.

Performance Measurement:

- Accuracy, completeness, and quality of work product.
- Timely completion of assigned responsibilities and objectives.
- Compliance with company policies, procedures, and documentation standards.
- Adaptability to new systems, technologies, and operational changes.
- Attendance, dependability, and professional conduct.
- Performance evaluations conducted at 30 days, 60 days, and annually thereafter.

Other Duties:

This job description is not designed to cover or contain a comprehensive listing of activities, duties or responsibilities that are required of the employee. Duties, responsibilities and activities may change at any time with or without notice.

Signatures:

This job description has been approved by all levels of management:

Manager: _____ Date: _____

Human Resources: _____ Date: _____

Employee signature below constitutes employee's understanding of the requirements, essential functions and duties of the position.

Employee: _____ Date: _____