



Administrative Support Assistant

Provide customer service and phone support to service our clients as a first point of contact. Perform administrative and clerical duties to support key business processes in conjunction with other company staff. Manage the document control piece of the contract process, insuring all documents are on file, accurate, and in compliance with company and ISO Standards. Assist the Management Team with projects and assignments as needed.

Snow and Ice Management (SIMCO) is a regional snow contracting company for businesses and commercial properties. We specifically focus on snow and ice management and offer a wide range of snow removal services that include: snow plowing, ice control, snow hauling and stacking, sidewalk shoveling and deicing, and much more. We pride ourselves on a high level of customer service, along with quick turnaround times for invoicing and payment.

Responsibilities

- Provide the primary source of phone support, especially during peak seasons. This includes handling calls from customers, service providers, and other constituencies and handling the request or directing the person to the appropriate source for resolution, ensuring excellent customer service.
- Answer customer written communications, especially e-mails, in a timely manner and assess customers' needs to ensure expedient and quality customer resolution.
- Provide administrative support in the sales and contract processes. Manage document control of contracts and related documents in compliance with company, regulatory, and ISO Standards
- Perform digital site measuring through GoiLawn, ensuring accurate measurements are included in sales bids.
- Collaborate with onsite or remote staff members with company workflow procedures, projects, initiatives, new or existing.
- Create, update and/or maintain documents, files, spreadsheets, databases, client or internal lists, including the company CRM, ensuring accuracy and completeness of the data.
- Work within the CrewTracker system to enter missed services and service adjustments as submitted.
- Learn internal company systems and processes; serve as back-up in primary user's absence.

Qualifications

- 3-5 years of office administrative experience is required.
 - High School Diploma or equivalent experience.
 - Customer-focused; positive demeanor. Develop and maintain effective working relationships with a wide audience (internal and external). Able to work independently or in a group setting.
 - Proficiency in Microsoft Office products, specifically strong Excel skills (familiarity with formulas).
 - Experience using a CRM system is strongly preferred.
 - The ability to multitask while giving detailed attention to several projects and deadlines at the same time.
 - Adept using the internet; learning and navigating various software applications.
 - Strong verbal and written communication skills; good spelling, vocabulary, math, and grammar aptitude.
 - Excellent time management and organizational skills, ability to multi-task and prioritize work.
 - Problem solving; attention to detail and accuracy essential.
 - Familiarity with QuickBooks or another accounting software program helpful.
 - Flexibility in schedule vital, particularly during peak winter season.
 - Must be readily adaptable to fast-paced, changing/evolving environment.
 - Maintain a reliable and dependable attendance record.
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- High level of integrity, work ethic, and confidentiality.

Compensation and Benefits

- Competitive compensation package, commensurate with experience.
- Medical
- Dental
- Vision
- Group Life Insurance
- Short-term disability
- 401(k) + plus company match
- Paid Time Off (PTO)

To apply, send resume to HR@snowandicemgmt.com.

Our Core Values are all about SNOW:

- **Serve Our Customer** – We focus on the customer's needs and respond to them in a timely manner. We keep open and positive communication with our customers.
- **Now We Grow** – We set ambitious goals and strive to exceed them. We manage projects and challenges today and do not delay them until tomorrow.
- **Open Door Collaboration** – We communicate openly and respectfully among our team and use this communication to promote innovation, ensure compliance, and solve problems.
- **We Know Snow** – We continually build our knowledge of the snow industry and our professional responsibilities through independent study, classroom training, and field experience.

Snow and Ice Management is an Equal Opportunity Employer.