



Administrative Support Assistant

Job Description

March 20, 2023

FLSA Classification: Non-Exempt

Summary of Position

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, ensuring all documents are on file, accurate, and in compliance with company and ISO Standards. Assist the Management Team with projects and assignments as needed.

Responsibilities

Essential Functions

- Provide administrative support in the sales and contract processes for both our customers and Service Providers. Manage document control of contracts and related documents in compliance with company, regulatory, and ISO Standards.
- 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.
- Perform digital site measuring and ensure accurate measurements are included in sales bid forms.
- Handling and processing of pre and post service inspections so that all information is documented appropriately.
- 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 while collaborating with the Accounting Department Manager to ensure all service adjustments are correctly submitted.
- Learn internal company systems and processes; serve as back-up in primary user's absence.

Non-Essential Functions

- Provide administrative and clerical support to the Management Team.
- Scan documents; save in the appropriate computer folder using company naming standards.
- Follow all company policies and procedures.
- Perform any other task or assignment as directed by management.

Knowledge and Skills

- 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).
- Hands on experience using Acrobat Pro and other Adobe applications.

Management may, at its discretion, assign or reassign duties and responsibilities to this job at any time



- 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 is helpful.
- Flexibility in schedule is vital, particularly during peak winter season.
- Must be readily adaptable to fast-paced, changing/evolving environment.
- Maintain a reliable and dependable attendance record.
- High level of integrity, work ethic, and confidentiality.

Work Environment/Physical Demands

- This job operates in a professional office environment. This role routinely uses standard office equipment such as computers, phones, printer/copiers.
- While mainly a sedentary role, the position requires the ability to sit, stand, bend, reach, push, pull, ascend/descend stairs, and walk for various lengths of time throughout the day.
- The ability to lift 25 pounds if needed.