

# Job Description:

**Job Title:** Office Administrator

**Reports to:** Office Manager

**Work Hours:** 8:00am to 5:00pm, Monday through Friday

**Pay Scale:** \$10 per hour

## Primary Job Function:

Responsible for handling customer calls. Creating dispatch tickets as service calls are received. Back up the service dispatcher as needed to maintain Service Technician daily schedules. Handle dispatch related functions in the service dispatcher's absence during lunch, breaks, vacation, etc. Maintain customer database with current information. Process invoices, timecards, warranty filings and more. To give office support to entire company as needed using a variety of computer and organizational skills. Other accounting support as directed by the Office Manager.

## Required Qualifications:

- Advanced customer service skills.
- Excellent verbal skills.
- Professional phone skills
- Ability to multi-task
- Organized
- Strong interpersonal skills
- Energetic personality
- Knowledge of industry is recommended but not required
- Computer skills
- High school diploma or general education degree (GED)
- Two years related experience and/or training in customer service, billing, dispatching or project management or equivalent combination of education and experience

## Desired Qualifications:

- Geographical knowledge of service area or map reading skills
- Dispatching experience

## Essential Functions and Responsibilities:

- Retrieve messages from answering service and route appropriately.
- Answer all incoming calls and route to the appropriate person.
- Transfer phones to answering service at the end of the day.
- Take messages and page personnel as necessitated.
- If sensing a customer is becoming upset with a staff member or situation, notify the department manager of potential problem.
- Follow through with the customer to be sure their needs have been adequately met.
- Greet all visitors in a professional and courteous manner.
- Keep reception area and break room organized and neat.
- Schedule service calls as Complete appropriate and required service information, inform customer of approximate scheduled time (2-4 hour window). Create dispatch ticket. Complete schedule accordingly.
- Check service time cards for accuracy.
- Compare service timecards and work orders to service schedule.
- Compare time cards to GPS report.
- Enter payroll timesheets into system.
- Pull checks and charge slips and compare to invoices.
- Maintain list of office supplies needed.
- Prepare letters, marketing pieces, and spreadsheets as requested.
- Maintain product literature inventory.
- Complete Happy Calls (if no answer just leave message)
- Technician Debrief (subject to change)
- Invoice installation jobs
- File warranties as required
- Receive and distribute daily US mail and internal mail.
- Collate accounts payable packing slips with purchase orders.



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- Enter all pertinent information into all systems required (accounting, dispatch, appointment confirmations, sales performance report etc.)
- Maintain customer history files in database.
- Maintain service packets.
- Prepare invoices from dispatch system and mail to customer.
- File service orders.
- Maintain service invoice log.
- As vendor invoices are received collate with packing slip and purchase order, then update accounting software.
- Prepare weekly check run and forward to Office Manager.
- Confirm Vendor statements with vendor balance in accounting software.
- Filing as directed by office manager.
- Other duties as assigned

## Success Factors / Job Competencies:

- Attention to Detail
- Professional Phone Presence
- Ability to maintain composure in fast-paced work environment
- Ability to switch between tasks smoothly
- Ability to make clients feel welcomed
- Ability to initiate learning and complete training

## Physical Demands and Work Environment:

The physical demands and work environment characteristics described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may enable individuals with disabilities to perform the essential functions.

- Normal Office environment, with normal temperature exposure and lighting.
- Use of all 5 senses, including close up vision, distance vision.
- Ability to work in a sitting position in front of a computer screen for up to 8 hours per day.

## Performance Standards:

Certain key business indicators that will measure the effectiveness of the Service Administrator. These include the following:

- Promptness of answering calls.
- Promptness of retrieving messages.
- Communication skills.
- Accuracy of customer history files.
- Filing of service orders.
- Timeliness and accuracy of billing information data entry sent to accounting.
- Timeliness and accuracy of payroll entry.
- Filing accuracy.
- Accuracy of customer history files.
- Accuracy of customer Maintenance Agreement files.
- Accuracy of maintenance agreement accounts including scheduling and billing.
- Timeliness of billing information to accounting.

