

Office Administrator Job Description



Position Title	Department	Reports to
Office Manager	Office	Peggy Priest
Employment Status	FLSA Status	Effective Date
<input type="checkbox"/> Temporary <input type="checkbox"/> Full-Time <input type="checkbox"/> Part-Time	<input type="checkbox"/> Non-Exempt <input type="checkbox"/> Exempt	[Effective Date]

About Our Company

Northern Comfort Heating and Cooling's mission is to empower our staff to succeed in all avenues of their life through training, mentorship and a positive nurturing environment. Our greatest reward is to build our team personally and professionally to excel and ultimately benefit our community in multiple facets.

Our team provides protection to our clients by educating them about HVAC guidelines, manufacturer standards and the service/installation process to guard one of their greatest assets, their home and business. We strive for excellence in communication, commitments and implementation, all while upholding the highest level of integrity.

Northern Comfort Heating and Cooling's team follows these Core Values:

- 1. Integrity**
- 2. Excellence**
- 3. Commitment**
- 4. Accountability**
- 5. Respect**
- 6. Empowerment**
- 7. Humility**
- 8. Positivity**
- 9. Boundary Breaking**
- 10. T.E.A.M.**

Job Summary

This role supports the day-to-day operations. As part of this responsibility, the Office Manager will work closely with the technicians and all managers. The Office Manager will work to develop and manage reports and key performance metrics. A successful Office Manager must have the ability to function as a part of a team and be able to think creatively and critically.

Essential Duties and Responsibilities

The essential functions include, but are not limited to the following:

- Assisting the Chief Operations Officer in developing the company's annual plans.
- Work with Chief Operations Officer to build and maintain new processes for the company.
- Answering the phone and scheduling jobs as seasonal demands require, remembering that the client is the **No. 1 focus** of the company and they are **not** an interruption to other tasks. Be very courteous during **ANY** contact with clients of the company.
- Review timesheets daily/weekly and track commissions.

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- Process warranty and permit paperwork.
- Reconcile sales tax receipts for sales tax reporting.
- Maintaining and tracking Club Memberships for customers.
- Track installs/service calls.
- Tracking all expenses in Dropbox.
- Track reviews and send review requests.
- Maintaining Customer Addresses and update in database when necessary.
- Maintaining relationships with customers through Thank You Cards & birthday cards.
- Social media daily posting.
- Maintaining and tracking job costing through business software.
- Managing the company assets such as vehicles, information systems, and communication systems.
- Collecting and assembling the daily report information from the managers and providing the daily report to the general manager by noon each day for the previous day's business.
- Follow the company Core Values and Mission/Vision Statement.

Minimum Qualifications

- High school diploma/GED required
- Associate degree preferred but not required
- Must have a valid driver's license
- Must pass a drug test and background check
- Strong customer service skills
- Present and communicate professionally (written and verbal)
- Able to work both independently and as part of a team
- Strong knowledge of Microsoft Excel, Word and PowerPoint
- Must be a critical thinker - Strong English composition skills
- Telephone etiquette and working knowledge of email systems
- Ability to organize, multi-task and prioritize projects
- Basic knowledge of QuickBooks preferred
- Bilingual a plus, not required

Physical Demands and Work Environment

Physical Demands:

- Climbing up and down stairs
- Moderate lifting may be required (15-20) pounds

Working Environment:

- Frequent speaking, listening using a headset, sitting, use of hands/fingers across keyboard or mouse, handling other objects, long periods working at a computer.
- Service center environment with moderate noise level due to Representatives talking, computers, printers, and floor activity
- Dress code is business casual

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Note

This job description in no way states or implies that these are the only duties to be performed by the employee(s) incumbent in this position. Employees will be required to follow any other job-related instructions and to perform any other job-related duties requested by any person authorized to give instructions or assignments. All duties and responsibilities are essential functions and requirements and are subject to possible modification to reasonably accommodate individuals with disabilities. To perform this job successfully, the incumbents will possess the skills, aptitudes, and abilities to perform each duty proficiently. Some requirements may exclude individuals who pose a direct threat or significant risk to the health or safety of themselves or others. The requirements listed in this document are the minimum levels of knowledge, skills, or abilities. This document does not create an employment contract, implied or otherwise, other than an “at will” relationship.

Reviewed with employee by:	
Name (Print):	Signature:
Title:	Date:
Received and accepted by:	
Name (Print):	Signature:
Title:	Date:

The company is an Equal Opportunity Employer, drug free workplace, and complies with ADA regulations as applicable.