

FORTRESS ROOFING & EXTERIORS LTD.

'Office Administrative Assistant/Receptionist' Job Summary

POSITION SUMMARY

The 'Office Administrative Assistant/Receptionist' will participate in the ongoing development, oversight and maintenance of various administrative and customer service oriented tasks within Fortress Roofing & Exteriors Ltd.

MAJOR DUTIES/RESPONSIBILITIES

1. Reception / call direction / welcoming clients
2. Lead development involving taking customer information, creating lead sheets, respond to customer inquiries, answering job related questions and determining customer needs/requirements.
3. Development/maintenance of filing systems for both paper and computer files
4. Data Entry/Tracking using Excel/Quickbooks/Xactimate and other software as required
5. Develop an understanding of all areas/office related duties
6. General Administrative Relief and Support to the Owner/Business Director, Office Manager (and other members of the team as required)
7. Participate in developing new marketing ideas and strategies
8. Creating/sending correspondence to customers and vendors as required
9. Participating in the insight and development of future business growth
10. Prioritize and book daily schedules for Field Supervisor(s) / Estimator(s)
11. Communicate with potential customers about changes to quote/inspection scheduling
12. Create Customer Invoices and Warranty Packages and coordinate payment / job inspections

OTHER DUTIES/RESPONSIBILITIES (as needed)

- Participant in development of marketing and online presence (Facebook, Google+ etc.)
- Create deposit records and deposit funds into company account
- Assist with job estimating and scheduling
- Ordering office supplies
- Scheduling
- Participate in sales, including cold calls and follow up

WAGE/BENEFITS

This is a permanent position, pending the completion of a 90 day probation period.

The hours will range from 28 – 40 hours per week. Start/End times to be negotiated. During the Christmas Season there will be approximately a 5-8 business day, unpaid break (unless holiday pay is available). Seasonal lay-offs may also apply between December and April.

The starting hourly rate will be \$14 – \$18/hr. to be determined based on experience. Wage to be reviewed after probation period and on an annual basis. Wage increases will be dependent on job performance.

Upon completion of a 90-day probation period the employee is entitled to:

- Health benefits package
- Paid vacation
- Illness or family related leave