



SERVICE DEPARTMENT ADMIN ASSISTANT

Job Responsibilities include but are not limited to:

- Manage Compliance Engine and other portal entries for Inspections, Deficiencies and Repairs
- Enter Purchase Orders, receive materials and upload documents in Computer Ease (CE)
- Upload Backflow Reports
- Assist with Job Set Ups including review of required paperwork, entering job details, schedules of value, budgets, coordination with contract department, etc. as applicable
- Assist with Change Orders, review unapproved change order reports, and maintain Change Order log, as applicable
- Assist with billing including freeform and AIA, and any required waivers, as applicable
- Review department reports including Active/Inactive reports for required updates
- Assist with department reports including PO Status Report, Change Order Report, etc.
- General office tasks that include copying, printing, filing, typing, and sorting
- Assist with rotational schedule and overflow calls for Receptionist, as required
- Backup to department Admins
- Other duties as assigned

Expectations

- Believe In, Live, and Support Our Mission Statement, Core Values and Business Plan Daily
- Complete all Training Requirements – SOPs, Customer Service, Software, etc.
- Support and Ensure Adherence to Company SOPs – Purchase Orders, Job Set Up, etc.
- Understand different Job Types and Tax Requirements
- Ensure all necessary documentation is provided to set up job timely and accurately
- Ensure accurate and timely submission of customer invoices per SOP and Customer Requirements
- Ensure Vendor has correct tax notated on quote before issuing PO
- Ensure proper PO documents are uploaded with technician signatures and received into CE
- Prioritize work to balance multiple projects and deadlines
- Ensure attention to detail with emphasis on accuracy and quality
- Maintain professional appearance
- Answer phones in a polite and professional manner
- Keep office area clean and organized
- Communicate effectively and professionally within the department and with internal and external customers



- Teamwork – maintain positive interactions within your team, local office, etc.
- Actively Participate in required team meetings

Knowledge:

- High School diploma or GED is required

Work Experience:

- Construction or Service experience is a plus
- Administrative experience is preferred
- Customer Service Experience is preferred

Skills and Competencies:

- Excellent written and verbal communication skills
- Ability to follow verbal and written instructions
- Detail oriented with excellent organization skills
- Ability to effectively utilize computers and software including Microsoft Office Suite, Computer Ease and other software required by the Company
- Ability to maintain accurate and auditable records
- Ability to work in a fast-paced service/construction team environment
- Attention to detail with emphasis on accuracy and quality
- Ability to prioritize work to balance multiple projects and deadlines

ACKNOWLEDGEMENT:

The Employee is expected to comply with and support the enforcement of Allied Fire Protections policies, applicable regulatory and statutory requirements.

I have read and understand this explanation and job description.

Employee Signature: _____ Date: _____

Human Resources Signature: _____ Date: _____



The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of the job.

Task Title/Job Title: Office

Date of Analysis: 2021

"O" Occasionally 0 - 33%, "F" Frequently 34 - 66%, "C" Constantly 67 - 100%

	Frequency/Duration/Weight																	
	≥ 8 Hours			≥ 10 Hours			≥ 12 Hours			≥ 25 lbs.			≥ 50 lbs.			≥ 75 lbs.		
	O	F	C	O	F	C	O	F	C	O	F	C	O	F	C	O	F	C
Pushing	X			X			X				X		X			X		
Pulling	X			X			X			X			X			X		
Climbing		X		X			X											
Balancing		X		X			X											
Bending and Twisting	X			X			X											
Squatting	X			X			X											
Crawling	X			X			X											
Kneeling	X			X			X											
Reaching		X		X			X											
Handling			X		X		X											
Fingering			X		X		X											
Feeling			X		X			X										
Lifting and Carrying		X		X			X				X		X			X		
Working overhead	X			X			X			X			X			X		
Working at heights		X		X			X											
Standing		X		X			X											
Sitting		X		X			X											
Walking			X	X			X											

While performing the duties of this job, the employee will frequently be required to use ladders and scaffolds while wearing Personal Protective Equipment. Specific vision abilities required by this job include vision, distance vision, color vision, peripheral vision, depth perception, and the ability to adjust focus.

Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.