

Professional Cleaning Specialists

Job Description

Job Title: Customer Sales/Administrative Assistant Issue date: May 2012
Reports to: Office Supervisor Revised date: Feb 2018
Department: Administration

Purpose

To facilitate the efficient operation of the office and to provide support to management and production staff in the form of the orchestration of Administrative and Operation functions. To retain and attract clients by providing emotionally gratifying experiences through customer interactions and the accurate performance of administrative tasks and client sales activities.

Overview

As Director of 1st Impressions, one of your key responsibilities is to provide our prospective clients with the information they need about our services when they call. The other key responsibility is to facilitate the smooth (effective and efficient) operations of the administrative duties in the office as well as to facilitate the smooth (effective and efficient) operations to our production staff. Both of these functions are vital in providing the outstanding client experiences that Professional Cleaning Specialists of Niagara has been recognized and awarded for in past years. Our system which has been developed from the ground up and is continually refined has and will continue to be the integral part of our success. This position is very rewarding to the individual that can multi task yet be very organized and detail oriented in order to complete all the required tasks and all the while cheerfully *loves* to answer the telephone in the middle of everything. This person will thrive in an *extremely busy environment*.

Responsibilities

- Complete adherence to company policies and mission, vision, and value statement
- Participate in achieving monthly and yearly financial goals as well as meeting company objectives
- Participate in company meetings and training sessions
- Participate in personal and professional self development programs within the company as well as on personal time
- Meet company accepted standards (metrics) for accuracy and completion of responsibilities
- Other responsibilities as required

Dispatch/Reception

- A point of contact for internal calls from Specialists and Sales Consultants
- Direct phone inquires and messages to the appropriate staff member

Client Customer Service

- Answer phone to schedule work for existing clients, answer future client questions and schedule sales audits
- Educate existing and potential clients on all provided services utilizing PCS of Niagara's advanced online and offline marketing strategies
- Participate in encouraging clients to purchase our value added services and programs

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- Serve and greet walk in clients for their specific needs in a professional and friendly manner
- Assist clients by providing education, scheduling work, reviewing and processing incoming rugs, product purchases, and payment receipts
- Make client contact calls for appointment confirmation, quality assurance, and inquiries
- Handle client concerns and rectify according to PCS of Niagara's standards of policy/procedures

Administration

- Perform opening (start of day) and closing (end of day) procedures at facility as needed
- Answer incoming calls and forward non-client based calls accordingly
- Provide support services to Administrative Supervisors and assist with the managing of schedules
- Complete and maintain client information files in company database(s) and maintain PCS of Niagara's appropriate documentation storage standards
- Assist with various forms of correspondence (emails, faxes, letters)
- Assist with office supply inventory and internal forms for team members supply requests

Marketing

- Participate in the planning/implementing of new marketing initiatives and maintain the consistent execution of the company's marketing program online and offline
- Participate in on-site and off-site networking events
- Review, print, maintain stock levels of marketing materials (pamphlets, flyers, certificates, folders, gift bags etc.)
- Review, print, and distribute client marketing correspondence (referral program, joint venture program, testimonial program, monthly newsletters, reminder postcards, miss you letters and future implemented programs)
- Maintain communication and review/track client marketing correspondences
- Assist to facilitate PCS of Niagara's social media accounts (Twitter, Facebook, Ethical Services and others)

Health & Safety

PCS of Niagara regards its employees as the most valuable asset in the company. It is the policy of our company to provide a safe and healthy work environment through a proactive occupational health and safety improvement process. It is every team member's responsibility to promote and adhere to our health and safety programs to ensure that we always maintain a safe working environment.

Qualifications

1 year of experience in a busy office environment

High school education required

Post secondary education in Office Administration/Marketing and Sales an asset

Intermediate skills level or higher in Microsoft Office Suite (Word, Excel, Publisher, PowerPoint)

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Competencies

Technical – Read, speak and write English, basic math, intermediate computer skills with Microsoft Office Suite, internet and email, detail oriented, ability to multi-task, highly effective in organizing time and effort, communicates effectively, able to simplify complex ideas and terms, operate a multi line phone, scanner, SBS fax, photocopier, print to multiple printers

Behavioral – Commitment to personal development, concern for quality and standards, stress management and flexibility, positive attitude, customer service, sales leadership, industry acumen, relationship building, integrity, strategic thinking, situational judgment, problem solving, self control, endorses change, empathy, impact and influence, deliver results, coachable, personal responsibility, directness

Work Environment

The employee will be working in an extremely busy office environment with long periods of sitting and computer use. While performing the essential functions of this job, the employee is occasionally exposed to fumes and airborne particles. While performing rug inspections the employee may experience some exposure to mold, blood, vomit, feces and urine.

Physical Demands

Some lifting required (25lbs.), bending, stretching, kneeling and crawling. Operate inspection equipment and reaching with hands and arms.

Equipment

Multi-line phone, computer, fax, photocopier, scanner, multiple printers

Schedule

9am– 6pm Tuesdays to Saturdays with the occasional Monday

Flexibility required

The job description does not constitute an employment agreement between the employer and employee and is subject to change by the employer as the needs of the employer and requirements of the job change.

Employee Signature: _____

Supervisor Signature: _____ Date: _____