

Jersey Mechanical Contractors

Job Description: Office Staff

Company Overview:

We are a reputable plumbing and HVAC (Heating, Ventilation, and Air Conditioning) company dedicated to delivering high-quality services to residential and commercial clients. With a focus on professionalism, reliability, and customer satisfaction, we aim to exceed expectations in every aspect of our business.

Position Overview:

Office Staff employees will play a crucial role in supporting the administrative functions of our company, ensuring smooth operations and exceptional service delivery.

Key Responsibilities:

- **Customer Service:** Serve as the first point of contact for clients, answering inquiries, scheduling service appointments, and providing assistance in a friendly and professional manner to ensure customer satisfaction.
- **Appointment/Delivery Scheduling:** Coordinate appointments for technicians and material deliveries, optimizing scheduling efficiency and ensuring timely response to customer requests and emergencies.
- **Administrative Support:** Assist with various administrative tasks including data entry, filing, record-keeping, and correspondence to maintain organized and efficient office operations.
- **Billing and Invoicing:** Generate invoices, process payments, and reconcile accounts receivable to ensure accurate and timely billing for services rendered.
- **Supply Management:** Monitor inventory levels, order office supplies, and equipment as needed, and maintain inventory records to support operational needs and minimize downtime.
- **Vendor Coordination:** Liaise with vendors, suppliers, and subcontractors to coordinate deliveries, obtain quotes, and ensure timely fulfillment of orders and services.
- **Documentation and Reporting:** Prepare and maintain documentation such as service agreements, warranties, and contracts, and assist with preparing reports and presentations as needed.

- Quality Assurance: Assist in maintaining quality control standards by verifying completion of work orders, following up with customers for feedback, and addressing any issues or concerns promptly and professionally.

Qualifications:

- High school diploma or equivalent; associate degree or certification in office administration or related field is a plus.
- Previous experience in an office support role, preferably in the construction or service industry.
- Excellent communication and interpersonal skills with a customer-focused approach.
- Strong organizational and time management skills with the ability to prioritize tasks and multitask effectively in a fast-paced environment.
- Proficiency in Microsoft Office applications (Word, Excel, Outlook) and basic computer skills.
- Detail-oriented with a high degree of accuracy and attention to detail.
- Ability to work independently with minimal supervision as well as collaborate effectively in a team environment.