

Job Description

Job Title: Administrative/Billing Assistant
Status: Non-Exempt
Supervisor: Branch Manager

Section:

Category:
Dept: Service

Overview

Assist the Branch Manager with the operation and maintenance of the Ci Branch Location.

Position Responsibilities

- Answer, screen and process all incoming calls and/or messages for managers and staff
- Greet customers and represent Ci in a positive manner
- **Review in detail all work orders and provide pricing according to contracts and/or price agreements** (*this requires understanding cost & revenue from a billing standpoint*)
- Handle and process incoming and outgoing mail and packages. Overall responsibility for all preparation and processing and cost efficient use of FedEx, UPS etc.
- Schedule and organize meetings and conferences for managers
- Maintain equipment repair log
- Maintain inventory control of parts by daily allocation distributions from Service Plus
- Monitors distribution of customer equipment and parts
- **Coding vendor invoices and packing lists**
- Collection of work orders from technicians
- Assist in annual reconciliation and counting of inventory
- **Assist and coordinate customer billing**
- **Reconciliation of petty cash monthly**
- Monitor Technicians Time Entry Daily & Process Bi-Weekly
- Prepare complex data and summarize same through spreadsheets, graphs, reports and other documentation
- Miscellaneous typing, word processing, filing, order tracking for branch manager
- Other duties as assigned
- This role requires the ability to lift and carry packages on a regular basis that may weigh up to 30 lbs.
- This role also requires the ability to walk frequently during the day while carrying the packages to other locations in the office

Qualifications

- **Requires advanced computer skills**, including creation of various reports and complex spreadsheets. Must be **Very** proficient in Entire Microsoft Office Suite, with a **STRONG** Focus on **Excel Skills & Word, Microsoft Dynamics AX Experience Strongly Preferred**
- **Basic understanding of cost and revenue from an accounting standpoint required**
- **Basic accounting skills preferred for billing purposes**
- This position requires the skills and knowledge normally obtained through the successful completion of a **high school degree**. Associates Degree, or some college/business courses strongly preferred
- **Requires 4+ years minimum** related experience, preferably in an administrative capacity with progressive responsibility
- Must demonstrate strong interpersonal skills dealing with greeting customers in person and on the telephone. Must speak clearly and professionally

- Must type a minimum of 55 words per minute
- **A demonstrated proficiency in understanding new software systems quickly strongly preferred**
- Capable of dealing with internal and external clients in a tactful and professional manner
- ***Must be able to work in a busy and sometimes hectic environment***