



Administrative Assistant

Works under the VP of Administration

Job Type: Full Time, Monday: Friday 8:00 am – 5:00 pm

Work Location: Corporate Headquarters in Oklahoma City

Job Description

The Administrative Assistant at Elliott Roofing is the team support who maintains efficient workflow in the office, helps our organization create and execute schedules, effectively communicates with staff, and delivers exceptional service and care to our customers. The Administrative Assistant serves as a liaison by linking employees, internal departments, and customers. The Administrative Assistant takes on many other duties regularly associated with office administration, including filing, faxing, creating memos and reports, and performing other clerical duties. The right person for this position must be a motivated self-starter with a desire to learn and grow. A highly flexible attitude and strong work ethic is crucial.

This is a salary paid position. Salary rate is dependent on experience of candidate and will be discussed on a personal basis with applicant.

Working Environment and Expectations:

Elliott Roofing is a vibrant workplace filled with bright, talented, and fun employees. We want all employees to bring their own gifts and unique personalities to add synergy to our dynamic work setting. Culture is of utmost importance at Elliott Roofing. Our team genuinely values one another and shares a driving force to achieve a common goal. We expect all employees to follow our Code of Conduct and sustain a harmonious, upbeat work environment.

Hours: A typical work week is expected to be not less than 40 hours.

Skills:

1. Exceptional customer service abilities
2. Proper etiquette
3. Adaptability - flexible, outgoing attitude
4. Resourcefulness
5. Creative problem solving – foresight and anticipation
6. Ability to multi-task
7. Meticulous organization and attention to detail
8. Planning skills - ability to organize many competing and concurrent workstreams, while prioritizing and following through on commitments
9. Some computer/IT proficiency and experience (adequate to use Elliott Roofing technology platforms and tools)
10. Effective written and verbal professionalism
 - a. Customer service skills (listening, positive communication, patience)
 - b. Competence in grammar and spelling preferred
 - c. Ability to send clear and mistake-free written communications
 - d. Outstanding phone demeanor and tone

Objectives:

1. Customer service – meeting customer needs to achieve satisfaction.
2. Demonstrate professionalism in all interactions with clients and team, communicating clearly and with a positive attitude, actively listening to customer concerns and planning solutions.
3. Administrative duties including answering phones, responding to emails, staying on top of communication in our company CRM, scanning and filing documents.
4. Bookkeeping objectives to include data entry, running company reports, accounts receivable, accounts payable.
5. Organizational responsibilities pertaining to supplies, inventory, paperwork and overall office cleanliness.
6. Calendar management and appointment scheduling

Core Responsibilities:

Duties will include, but not be limited to delivering exemplary customer service to our valued customers, answering multi-line phone system, receiving, and distributing calls and messages, utilizing our Customer Relations Management (CRM) software to schedule appointments, gain project information and record frequent updates, broad range of accounting responsibilities and data entry operating through QuickBooks software, assist with office cleaning, supporting all aspects of the company as needed.

“The above statements are intended to describe the general nature and level of work being performed by people assigned to this job. This information is not intended to be an exhaustive list of all responsibilities, duties and skills required of personnel so classified.”

Benefits:

- Elliott Roofing offers a wide range of exceptional opportunities to learn, grow and earn promotions from within. Great growth potential
- Paid time off
- The company sponsors a Simple IRA plan for all full-time employees upon eligibility

Mission and Values:

Elliott Roofing team members must support our Mission of “Striving to Provide Quality Craftsmanship While Delivering Honest, Friendly Service.” and embody our Core Values. We make hiring, retention, and advancement decisions largely on how well team members exemplify our core values in each aspect of their job.

Our Core Values are based off being fully **DEVOTED**:

1. **Diligent**: Consistently staying on top of tasks and working hard.
2. **Ethical**: Engaging in correct and honest practices
3. **Valued**: Making customers and co-workers feel appreciated
4. **Original**: Stay true to core values and setting the standard
5. **Trustworthy**: Be honest in all aspects of our business
6. **Efficient**: Be timely and concise in everything we do
7. **Driven**: Have a force and inspiration that keeps us grinding