

Orren Pickell Building Group, LLC
Job Description
MAINTENANCE & WARRANTY ASSISTANT

Job Title: Maintenance & Warranty Assistant
Division: Orren Pickell Building Group, LLC
Reports To: Jenn Koeune
FLSA Status: Nonexempt
Prepared By: Rachel Silverstein & Carolynn Kody
Prepared Date: March 13, 2019
Approved By: Jenn Koeune & Lisa Pickell
Approved Date: 03/22/2019

SUMMARY OF POSITION:

A Maintenance & Warranty Assistant is responsible for administrative work relating to maintaining homes for Orren Pickell Building Group. The position supports the staff with telephone calls, mail, work flow administration and handling public contact functions. The work of compiling and maintaining information and records may be of confidential nature. The assistant should be able to work with minimal supervision or direction and be able to solve issues on their own.

ESSENTIAL DUTIES AND RESPONSIBILITIES:

- Provide excellent customer service via phone and email
- Work directly with clients and tradesmen for scheduling and resolving issues
- Apply time management skills to scheduling and logistics
- Perform closing punch list walk through with project superintendent
- Assist project superintendent with managing the completion and scheduling of the punch list in 60 days from closing
- Responsibilities include writing proposals, purchase orders, invoicing, and light accounting
- Manage time card information of field staff for payroll processing
- Organize and maintain client maintenance files
- Gather materials and shop drawings from fabricators or suppliers for projects related to maintenance, warranty, and remodel light projects
- Attend company open house events and provide hosting assistance (could include evening and weekend hours)
- Ordering field employee clothing
- Maintaining tool inventory

GENERAL ADMIN/RECEPTION DUTIES:

- Manage maintenance and repairs of office equipment

- Organize and maintain client files
- Assist in maintenance of photo database via website
- Utilize Microsoft Word and Excel to type letters, memos, and reports
- Provide telephone support for staff-respond to questions or direct inquiries to the appropriate staff
- Schedule and confirm meetings as needed
- Coordinate Lunch and Learns internally and with outside vendors
- Administration of incoming and outgoing mail
- Maintain inventory of sales materials, organize stored materials, order new materials or supplies as necessary and/or as directed
 - Attend company open house events and provide hosting assistance (could include evening and weekend hours)
- Miscellaneous errands for office provisions and stock showroom with beverages

QUALIFICATIONS

A Maintenance & Warranty Assistant must be able to work independently and have the drive to serve the department well and in a timely fashion. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions. The requirements listed below are representative of the knowledge, skill and/or ability required.

- Proficient at Microsoft Word and Excel
- Software knowledge preferred but not required: Lotus Notes and Sage/Timberline
- Considerable knowledge of office equipment
- Typing skill in excess of 50 words per minute
- Detail oriented and well organized
- Able to understand and follow oral or written instructions and carry them out with minimal supervision
- Capable of maintaining harmonious working relationships with fellow employees, subcontractors and clients

EDUCATION and/or EXPERIENCE

High school graduate or equivalent

Minimum 2 years' experience as administrative assistant

Construction or architectural knowledge is desirable

LANGUAGE SKILLS

Strong knowledge of English (spelling, punctuation, grammar, format and tone) and of office practices and procedures.

MATHEMATICAL SKILLS

Ability to add, subtract, multiply, and divide in all units of measure.

REASONING ABILITY

Ability to solve practical problems and deal with a variety of concrete variables in situations where only limited standardization exists. Ability to interpret a variety of instructions furnished in written, oral, diagram, or schedule form.

CERTIFICATES, LICENSES, REGISTRATIONS

Valid driver's license is required

Current & valid automobile insurance and coverage

Clean driving record and possession of reliable vehicle

PHYSICAL DEMANDS

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

- While performing the duties of this job, the employee is regularly required to, stand, sit; talk, hear, and use hands and fingers to operate a computer and telephone
- Specific vision abilities required by this job include close vision requirements due to computer work
- Ability to lift and manipulate objects of up to 50lbs for 50 feet is required

WORK ENVIRONMENT

Office and showroom environment

When attending site meetings, protective clothing and shoes are required

COMPENSATION

Commensurate with experience

