

<b>Job Title:</b>	Account Admin I – Replacements	<b>Job Category:</b>	Administrative – Hourly
<b>Department/Group:</b>	Replacements 04	<b>Job Code/ Req#:</b>	
<b>Location:</b>	Ft. Myers	<b>Travel Required:</b>	No
<b>Level/Salary Range:</b>		<b>Position Type:</b>	Full Time

## Job Description

**Job Summary:** Provides office services by implementing administrative systems, procedures, and policies, and monitoring administrative projects. Provides administrative support for the department; typing, filing, scheduling, permitting, notice of commencements, scheduling inspections, closing jobs, change orders and payroll.

**Hours:** Mon. thru Fri. 8:00 am – 5:00 pm 1 hour lunch. Extended hours and Saturday schedules may be required.

Nothing in this job description restricts management’s rights to assign or reassign duties and responsibilities to this job at any time. The following tasks/responsibilities are typical of the position but are not all encompassing. Each person is expected to help out in whatever duties are required to deliver a quality product on schedule.

### Tasks & Responsibilities:

- Maintains and updates written work processes and procedures for department.
- General clerical assistance to the Replacement Department: One-stops, Recommendation report, System Engineer Weekly Lead Count, Completion Letters, Change orders, Preventative Maintenance Notices, Stock Customer Replacement Folders, FPL rebate corrections and System Engineer On Call Schedule.
- Composing letters and routine correspondence, memos, and completion letters for jobs.
- Scheduling System Engineer Appointments: Customer calls & Service Tech referrals.
- Job Proposals - entered into SAWIN & schedule calls for follow up.
- Job Starts – set up jobs in SAWIN, create invoice, apply for permit and set up folder.
- Job Closings: Register warranties, file manufacturer & FPL rebates, submit payments, & scan job folders.
- Permitting: applications and maintaining records.
- Inspections: Scheduling with customer & permit site, and documenting results.
- Lead Installer Bonus Report.
- Preparing Check Requests.
- Resolves administrative problems by coordinating preparation of reports, analyzing data, and identifying solutions.
- Other duties as assigned.

## RELATIONSHIP TO OTHERS

The Account Admin I reports directly to the General Manager and may work closely with other management team, and with internal support staff. Optimally, over time the Account Admin I will have increased opportunity and assume increased responsibility for meeting department's needs and expectations. It is therefore necessary that the Account Admin I maintain a satisfactory client relationship, relating to vendors, clients and fellow team members in a mature, thoughtful, professional and pleasant manner. Minimally, the Account Admin I must display a demeanor that exhibits our Mission Statement and Core Values, as well as show empathy, patience, understanding and a genuine interest in others. The Account Admin I performs a lead role in promoting interdepartmental communications and cooperation.

### **Required Skills/qualifications:**

- Reporting Skills, Administrative Writing Skills, Microsoft Office Skills, Managing Processes, Organization, Analyzing Information, Professionalism, Problem Solving, Supply Management and Verbal Communication.
- Knowledge of computers and relevant software applications. **Proficient in MS Word, Excel, MS Outlook and the Internet Explorer. Must be very familiar with Excel Spreadsheets.**
- A professional appearance and telephone manner is essential.
- Dependability—the individual is consistently at work and on time, follows instructions, responds to management direction and solicits feedback to improve performance.

**Working Conditions:** Inside office environment.

**Physical Demands:** Regularly required to stand or sit, and move about the facility.

### *Education and Formal Training:*

- High School or GED
- Associate or Certification preferred.

### *Experience:*

- +2 year's experience with administrative duties.
- HVAC or construction experiences a plus!

### *Materials and Equipment Used:*

Office Equipment; phone, copier, computer, and fax.

**Affirmative Action / Equal Opportunity Employer-M/F/D/V--DRUG FREE WORKPLACE**

Name:		Date:	
Signature:		Mgr. Sign	