



## NATIONAL SUPPORT CENTER REPRESENTATIVE | JOB DESCRIPTION

Last updated 5/19/20

**Job Title:** National Support Center Representative      **Reports To:** Admin/Customer Support Manager

**Travel:** 5%

**Status:** Full time, hourly

**Brand & Location:** Headquarters, Lee's Summit, MO

**Our Vision:** To be the leading storm related exterior restoration company in the United States

**Our Mission:** Creating remarkable experiences by rebuilding properties and building lives

**Our Core Values:** Humility, Integrity, Discipline & The Golden Rule

### IMPACT DESCRIPTION

The National Support Center teammate makes impact by performing essential duties such as data entry, customer service and other aspects of support work to ensure projects begin on time and are completed without problems. This is an important role for the company because our mission is to create a remarkable experience by rebuilding properties and building lives. This role ensures we are delivering just that. As a detailed, multi-tasker who thrives in a team environment, the General Administrative Support teammate will handle multiple aspects of project and administrative work and communicate timelines and changes.

### KEY RESPONSIBILITIES

1. **Project/Administrative/Executive Support** – ensure all projects supported and administrative/executive support duties are updated and communicated regularly.
2. **Create Value** – add value to the project, the department and the company by working efficiently and effectively.
3. **Remarkable Experiences** – create a remarkable experience with customers and teammates in everything you do.

### HOW YOU'LL MAKE IMPACT

Individuals in this role can perform some or all of these duties:

- Research guidelines & submit permits and N.O.C. requirements for the city and county projects are scheduled to be completed in
- Monitor the status of necessary permits in order to ensure projects are able to start on time
- Coordinate payment for inspection and re-inspection fees

- Communicate with customers or field staff via phone, email and/or text
- Create project schedules and monitor as needed depending on permitting, materials and labor resources.
- Order materials for projects to ensure seamless timeline for project completion
- Create and edit work orders. Communicate changes for work orders timely both internally and with work crews.
- Review sub-contractor invoices and determine payment, submitting those that are approved, for payment
- Schedule mid and final inspections and monitor project timeline to determine if inspection changes need to be made and communicated
- Create and review estimates
- Prepare final invoices
- Keep all systems updated timely
- Manage and find solutions to urgent or emergent scheduling issues that come up after hours or weekends, as needed
- Special projects from time to time
- Collection support
- Executive teammate support

#### **HOW YOU'LL BE SCORED**

Employees in this role will be measured based on performance in the following behaviors:

- Supported department and/or project metrics
- Efficiency and effectiveness when working on projects and performing support duties.
- Attitude when taking on both new and consistent tasks.
- Individuals will be routinely measured by their ability to exhibit the right behaviors and actions that demonstrate our core values: Integrity, Discipline, Humility and the Golden Rule

#### **POTENTIAL LEARNING AND TRAINING OPPORTUNITIES**

- Scheduling/logistics
- Permitting
- Customer and teammate communication
- Customer service
- Executive teammate support
- Estimating
- Invoicing
- Collecting

#### **SKILLS & ABILITIES WE LOVE IN THIS ROLE**

- Attention to detail with a drive to research
- Ability to multi-task throughout the day and stay focused
- Strong organizational skills creating structure and systems in your daily workflow
- Adaptable and willing to pivot when necessary
- Enjoys problem solving and uses facts and data to evaluate issues
- Understands the need to accomplish work tasks, through people and process

**QUALIFICATIONS**

- High school diploma or General Education Degree (GED)
- Proficient in the use of MS Office, G-Suite (Google products)

**WORKING CONDITIONS AND TRAVEL EXPECTATIONS**

- This job operates in a professional office environment. This role routinely uses standard office equipment such as computers, phones, photocopiers, filing cabinets and fax machines.
- There is no regularly scheduled travel for this role but travel could be up to 5% to accommodate business needs or annual company banquet

**PHYSICAL REQUIREMENTS**

- Must be able to be in a stationary position for 75% of more of the day
- Constantly operates a computer and other office productivity machinery, such as a calculator, copy machine, and computer printer.
- The employee may need to lift up to 20 pounds.

This job description is intended to convey information essential to understanding the scope of the position and the general nature and level of work to be performed by the holder. This job description is not intended to be an exhaustive list of the duties and responsibilities and other duties and responsibilities may be assigned at the discretion of your manager.

We hire smart, talented, driven people every day – this is your chance to make a difference and begin living your own remarkable experience!

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Employee Signature

\_\_\_\_\_  
Date

\_\_\_\_\_  
Manager Signature

\_\_\_\_\_  
Date