

Administrative Assistant – Work Scope

The Administrative Assistant plays a vital role in supporting daily office operations, ensuring efficiency, organization, and excellent customer service. This position requires strong attention to detail, communication skills, and the ability to multitask in a fast-paced environment.

Core Responsibilities

Responsibilities include, but are not limited to, the following:

- **Customer Communication**
 - Conduct follow-up calls to customers as needed to ensure satisfaction, gather feedback, and support service completion.
 - Provide professional and courteous communication while representing the company.
- **Data Entry & Record Management**
 - Accurately enter and maintain records of receipts, bills, and other financial or operational documents.
 - Ensure all entries are timely, organized, and aligned with company procedures.
- **Reporting**
 - Generate and run reports as requested to support business operations and decision-making.
 - Assist in analyzing basic data and identifying discrepancies when necessary.
- **Invoicing Support**
 - Assist with invoicing for completed work orders, ensuring accuracy and timeliness.
 - Coordinate with team members to confirm all necessary information is included prior to invoicing.
- **Administrative Support**
 - Provide ongoing support to the Office Manager and Parts Manager with various administrative and operational tasks.
 - Assist in maintaining workflow processes and improving efficiency where possible.
- **Social Media Management**
 - Help manage and maintain the company's social media presence.
 - Assist in creating, scheduling, and monitoring posts to support brand awareness and engagement.
- **Account Setup & Applications**
 - Assist in completing and submitting applications for Ironclad account setups.
 - Gather and organize all required supporting documentation to ensure successful submissions.

Additional Expectations

- Maintain a high level of organization and attention to detail in all tasks.
- Demonstrate initiative and willingness to learn company systems and processes.
- Support team members and contribute to a positive, collaborative company culture.
- Adapt to changing priorities and take on additional duties as needed.