

Office Associate (OA)

Job Description

Office Associate

CertaPro Painters of Glen Ellyn/Wheaton IL

POSITION OVERVIEW

- Represent CertaPro Painters of Glen Ellyn/Wheaton (an independently owned and operated CertaPro Painters franchisee) to all suppliers, customers, applicants, employees, etc. so as to differentiate ourselves from our competition and to further enhance our “Brand of Certainty.”
- Service all prospective customers and customers with the objective of meeting/exceeding their painting needs and building customers for life.
- Service all employees with the objective of meeting/exceeding their needs and building an employee for life.
- Ensure that all tasks are completed in a timely and professional manner.
- Develop a close working relationship with the General Manager (GM) and Sales Associate(s) to ensure that all expectations set with the employees and customers are met.
- Live the Values of CertaPro Painters:
 - Deliver What You Promise
 - Respect the Individual
 - Have Pride in What You Do
 - Practice Continuous Improvement
- Fulfill the obligations of the essential functions; Marketing, Sales, Production, Financial, Administrative, Human Resource, and Personal Development as outlined below.



ESSENTIAL FUNCTIONS

MARKETING:

Tight Areas:

- Update direct mail (DM) drops in CertaPro's systems.
- Manage and process all Datamining mailings.
- Maintain franchise website to be compliant with CertaPro Standard Operating Procedures (SOP).
- Ensure all Marketing Tactics are executed as per the Company's Annual Marketing Plan.
- Ensure all customer mailing lists are up to date.
- Organize trade shows.

Loose Areas:

- Perform commercial telemarketing.
- Attend trade shows as required.
- Order DM with direction from Franchisee or General Manager.

SALES:

Tight Areas:

- Create sales packages.
- Enter leads into CertaPro's systems.
- Update customer reference lists on a regular basis.
- Maintain inventory and update all point-of-sale material.

Loose Areas:

- Schedule estimates for the Sales Associate(s).
- Send estimate follow up letters to customers with Sales Associate's direction.

PRODUCTION:

Tight Areas:

- Collect and track actual hours worked on job sites daily.
- Update Production Scheduler in CertaPro's systems.
- Create employee MIS (productivity and referral rating) and distribute.
- Create Job Jackets

Loose Areas:

- Update "white board"
- Keep track of inventory and equipment.
- Order paint and materials.

FINANCIAL:

Tight Areas:

- Cost all completed jobs
- Pay all bills.
- Invoice customers.
- Reconcile paint and material supplier invoices.
- Manage the office supply budget.
- Reconcile expense reports submitted by Line Staff and Job Site Staff.

Loose Areas:

- Make all deposits.
- Prepare monthly trend for General Manager

ADMINISTRATIVE:

Tight Areas:

- Replicate CertaPro's systems daily.
- Update and keep CertaPro's systems accurate daily. To include but not limited to: changing the job status, updating customer contact information, etc.
- Reconcile CertaPro's systems to completed job jackets. All handwritten notes and change forms are to be entered into the system.
- Maintain all files.
- Process all incoming and outgoing mail.
- Maintain professional presentation of the office.
- Order supplies for the office and others as required.
- Maintain vendor relations and files as required. To include: insurance, phone companies, subcontractors, etc.
- Manage facilities.
- Enter data as required.
- Answer the phones and coordinate messages and tasks.
- Prepare weekly analysis of results in preparation for Goal Setting and Review (GS&R) with supervisor.
- Create and maintain any reports requested by direct supervisor.
- Organizes company functions.

HUMAN RESOURCE:

Tight Areas:

- Maintain employee applications.
- Obtain all background checks as required.
- Make sure all employee files (paper and electronic) are up to date and accurate.
- Manage paperwork for employee termination.

PERSONAL DEVELOPMENT:

Tight Areas:

- Certified in the operation of CertaPro's systems.
- Participation leading to certification in the Franchise Company's Leadership Development Program. Specifically: Conflict Resolution, Problem Solving, Coaching, Priority Management and Goal Set and Review.
- Participation in Regional or National On-Going Training Conferences/ Meetings.
- Participation in other personal development sessions as required.

STANDARDS OF PERFORMANCE

- Job Tracker complete and accurate on a daily basis.
- Cash Reconciliation complete and accurate on a daily basis.
- Accountant deliverables complete and accurate by the 4th business day of every month.

Submit your resume to awrobel@certapro.com. Reference Office Assistant in the subject heading.