

Job Identification

Job Title: Administrative Assistant/Customer Service Representative
Division: Bailey West – Calgary
Department: Accounting/Administration
Reports to: Branch Administrator

Job Purpose Summary

Administrative Assistant / Customer Service Representative prepares quotes for the customers, checking inventory levels and providing a competitive price for the amounts of these goods to be sold. The incumbent is responsible for accounts payables and assisting with accounts receivables and month end closing procedures. He/She is also responsible for serving customers in person and via the telephone with respect and professionalism. Incumbent is accountable for dealing with customer complaints, inquiries and assisting with the resolution of the requested transactions. The Representative understands his/her role as company ambassador and provides positive experience to all customers.

Responsibilities and Accountabilities

The responsibilities and accountabilities of the position include but are not limited to the following:

- Answer phones quickly, professionally, courteously and directs incoming calls to appropriate individuals.
- Research and resolve customer concerns or questions, acting as the customer liaison between other companies and their departments when necessary.
- Provide confirmation of quotes and pricing to customers, enter and print orders received via phone/fax/email or in person.
- Provide assistance to Sales Manager in regards to pricing and sales leads.
- Liaise with the Production Scheduler and Production Manager in regards to processing and completed orders.
- Monitor inventory levels and advise Sales Manager when re-stocking material is required.
- Pre-receive coils, update orders and coil status.
- Reconcile inventory levels on a periodic basis.
- Enter records for the weekly production report and file completed production orders on a daily basis.
- Investigate and resolve any outstanding orders that have not been invoiced.
- Complete full cycle accounts payable including coding, matching, verifying and posting vendor invoices into the computer system.
- Track & report any outstanding payables for each month end cycle utilizing vendor statements.
- Assist Branch Administrator in completing each full cycle of accounts receivables including tracking part codes, matching and verifying all inventory and associated costs and posting supplier or customer invoices into the computer system.
- Complete weekly bank deposits.
- Monitor and maintain all office supplies and reorder when necessary.
- Ensure that all outgoing company mail is franked daily using the electronic postage meter.
- Ensure all incoming mail is date stamped and directed to the addressee.

- Monitor the electronic postage meter to ensure that funds are updated and report any problems.
- Provide back-up coverage for other office duties when necessary.
- Maintain a high standard of professional knowledge, ethics and practices when dealing with customers, suppliers, peers, subordinates, supervisors and other key stakeholders of the company.
- Conduct oneself in a professional manner that reflects integrity and respect towards customers, suppliers, peers, subordinates, supervisors and other key stakeholders of the company.
- Understand, support and adhere to the company's health and safety policies, programs and procedures by communicating and promoting health and safety awareness to coworkers and subordinates.
- Participate in the company's monthly inventory count.
- Other responsibilities and accountabilities as assigned by the Divisional Manager.

Qualifications

- Completion of College Diploma or University Degree.
- Minimum of 2 years' experience within Accounts Payable, Customer Service and Administrative role(s).
- Ability to multitask in a fast pace office environment.
- Experience using Syteline and/or Metal Business Manager Computer program an asset.
- Proficient with Microsoft Office programs specifically Word, Excel, and Outlook.
- Valid driver's license and access to a vehicle.

Working Conditions

- Office environment.
- Overtime as required.