

PHONES/ RECEPTIONIST—Answer all incoming telephone calls, transferring calls and/or taking messages. Point of contact for any customers, vendors or subcontractors entering or calling the office.

COMMUNICATIONS—Act as liaison between the company and customers, vendors and subcontractors. Relay questions and concerns between the two, addressing any issues you are able to in the process, in order to expedite the end result. (Done in conjunction with Contractor, Lead Carpenter and Project Manager).

DAILY UPDATES—Compose and maintain daily update, listing all activities by job each day. Retrieving information from the field, revise throughout the day with notes regarding inspections, items completed, materials to order, calls to make, etc. Print & distribute updates at the end of each day.

APPOINTMENT SCHEDULING—Completing sales lead form and setting estimate appointments with potential customers as they call in. Make confirmation calls for appointments scheduled for the following day.

CALENDARS/LOGS—Maintain inter-office calendars: listing appointments, due dates, employee vacations, etc. Maintain several information logs: daily phone activity, estimate tracking, inspections, city licenses, employee assignments, etc.

QUICKBOOKS ENTRY—Add/setup new customers & vendors and enter bills in QuickBooks computer program; entering all job information in QB Notes.

CO-CONSTRUCT USAGE—Add/setup new customers & vendors within Project Management database. Review messages, schedules, selections and other job-related matters. Continued education of system through online webinars by subject.

CUSTOMER SETUP—Create file folder to contain contract and all other customer information and correspondence.

PRESENTATION FOLDERS—Create presentation folders, make photocopies of information to be included, affix labels, insert business card. As estimate appointments are scheduled, compose 'bid packet' w/ presentation folder & map, leave for salesman.

INSPECTIONS—Schedule & prepare for necessary inspections to be conducted by city inspector(s) at customer job site. (Done in conjunction with Lead Carpenter and/or Project Manager). Keeping informed & abreast of City schedules.

MAIL—Receive and open incoming mail; sort and distribute as necessary. Address & affix postage to outgoing mail; leave for postman and take to post office at day's end.

FILING—Daily organization of all material receipts and/or bill payment check stubs.

PRINTED MATERIALS—Maintain designated quantities of all printed materials.

CUSTOMER REFERENCE LIST—Maintain list of customer references that is included in the presentation folder.

NETWORKING—Attend local Chamber of Commerce lunches and/or Business Expos to represent and market the company within the community.