

A DISASTER RESTORATION COMPANY IN MILLERSVILLE

RECRUITING FOR A COORDINATOR-ADMINISTRATIVE POSITION

The Coordinator will provide essential support for customers, in collaboration with field staff, and management. The position includes many duties that are time-sensitive and extremely important to the operations of the business. The Coordinator will deliver high-quality customer service to our internal and external customers. Responsibilities may evolve as the needs of the company change.

The hours for our Coordinator are M-F, 7:30 am to 4:30 pm. There is also an On Call rotation that would be applicable to this position.

The salary range is \$18-\$24 per hour dependent on their experience level.

Primary duties and responsibilities include, but are not limited to: • Answer incoming phone calls, documenting where appropriate • Intake of Assignments and Jobs • Proactively serves as a main point of contact to customers, adjusters, property managers, etc., • Quality Calls • Draft, compose, and appropriately format correspondence and reports • Gather all pertinent information related to new and existing jobs • Create new job files within our Operating software • Schedule jobs by coordinating with the customers and our General Manager • Complete compliance tasks for jobs in order to keep the job information up-to-date and meet program deadlines • Update third-party programs with job information and documents adhering to all guidelines • Collect final payment from customers once job is complete & invoiced • Process credit card payments via Quickbooks Merchant Center and provide payment receipts to customers both in person and over the phone • Audit completed job folders and other company documents as needed • Other duties as assigned Preferred

Minimum Qualifications: • High School diploma, Associates Degree preferred or equivalent experience • Must have excellent interpersonal communication and writing skills • Knowledge of basic functions of Word, Excel, Outlook, and Internet Explorer • Quickbooks and/or DASH experience a plus • Effective analytical and problem-solving skills • Ability to prioritize workload and meet deadlines • Well organized, detail-oriented, and accurate • Team player, professional, and energetic • Great communication both written and verbal • Excellent problem solving and decision-making skills • Strong time management

Qualified job seekers can send their resume to: recruiter@aawdc.org. Only qualified candidates will be notified. Please put job title in subject line.