

Office Manager

TDT Plumbing
4918 Pinemont Dr. #A
Houston, TX 77092
tdtplumbing.com

Great opportunity for a mid-career level Office Administrator, Dispatcher, Service Coordinator for busy full-service residential and commercial plumbing company.

We are searching for a talented, highly organized and resourceful administrator to provide office management, administrative, operational, clerical, and customer service support to our management team and service technicians.

This is a full-time hourly + overtime position.

Required Experience & Position Details

This Office Manager position will work closely with the President and Director of Sales, Service Managers and Dispatchers. You will need to be a good multi-tasker, as duties will vary throughout each day and week. There will be some regular / routine duties like preparing sales and performance reports, scheduling permits and inspections, assisting the team with job reconciliations, and assisting with special projects on a regular basis.

Duties & Requirements will also include but not be limited to the following:

- Must have exceptional Customer Service skills
- In-bound and out-bound calls to support a busy team
- Knowledge of plumbing service industry
- Knowledge of Houston Area for dispatching efficiency
- Handle paperwork flow in the office supporting managers and accounting
- Customer support, complaint / conflict resolution
- Must have advanced computer skills (MS Office / EXCEL / QuickBooks)
- Experience with service software programs (Inventory, Scheduling etc.)
- Schedule contracts for technicians
- Pull permits from multiple counties
- Track time sheets, locations and schedules
- Verify Technician schedules
- Support technicians in the field by supplying customer information
- Issue purchase orders for technicians and dispatch as needed
- Dispatching support and audit service tickets
- Provide KPI s (Performance Data) to managers and divisional managers

- Schedule regular fleet maintenance
- Uniform and other supply orders and issuances
- Tablet, phone issuances for new technician starts
- Organize meetings/communications for technicians
- Initial contact for customer resolution matters
- Provide administrative support for the Sales and Service Managers
- Articulate and professional, patient and positive attitude
- Will also support major projects by creating reports, tracking customer leads, and follow-up
- Off hour service support (paid) for customer support

Other minimum Qualifications

- Qualified applicants will possess at least five (5) years of strong administrative support experience in a customer focused plumbing service environment.
- 2+ years of college / Associates Degree or equivalent work experience
- QuickBooks Invoicing / Credit Card payments etc.

Additionally, the ideal candidate will have demonstrated the following competencies through his or her work experience:

- Comfortable in a very fast paced, customer service driven environment
- Intellectual curiosity and a willingness to learn about the industry

Salary

\$45,000 - \$60,000 based on experience with Health Insurance

Email your resume:

info@innovatesocialmedia.com

NO CALLS PLEASE