



Job Title: Administrative Assistant

The Administrative Assistant will support the operations of Kiser Construction, a local restoration company by managing administrative tasks, coordinating communication between Owner, Office Manager, Sales, Project Managers, Marketing, field teams and clients to ensure efficient office management.

The role requires strong organizational skills, attention to detail, and the ability to handle a dynamic environment where fast response times and coordination are crucial.

Key Responsibilities:

- **Client Communication:** Serve as the primary point of contact for clients, answering phones, handling inquiries, scheduling appointments and maintaining appointment calendars, providing updates on project progress to the owner, sales, PM's and field crew.
- **Customer Service:** Greet visitors, answer phone calls, and handle customer inquiries or complaints professionally and efficiently.
- **Job scheduling assistance:** Work closely with project managers and sales to schedule inspections, appointments, jobs and coordinate timelines for restoration projects.
- **Document Preparation & Management:** Record referral source in BT and relay information to sales and marketing. Keep accurate track of where all of our referrals are coming from, both in BT and a separate spreadsheet.
- **Assist with creating job files and maintaining accurate project documentation** in both physical and digital formats. Along with filing, photocopying, scanning and faxing.
- **Execute BuilderTrend education and tips for execution for all staff members.**
- **Data Entry & Record Keeping:** Input job details, expenses, and permits and materials used into company systems. Maintain up-to-date records of client accounts and projects.
- **Office Assistance:** Ensure the office is well-organized by ordering, managing supplies, coordinating maintenance, and maintaining a professional environment for visiting clients and staff. Receive, sort and distribute mail.
- **Project Assistance:** Provide administrative support for owner, office manager, project managers, marketing and sales as needed.
- **Reports & Filing:** Generate reports on job status, sales, contracts, billing, and inventory. Maintain and organize digital and physical files for easy retrieval.

- Compliance & Permits: Assist with obtaining necessary permits and ensuring that the company complies with local regulations and restoration industry standards.
- Legal assistance with paperwork for trial preparation.

Qualifications:

Education: High school diploma or GED required. An associate's degree or certification in office administration is a plus.

Experience: 2+ years of experience in an administrative role, preferably within the construction, restoration, or a related industry.

Pay Range:

\$39,000- \$48,000 yearly DOE

Skills:

- Proficiency in Microsoft Office Suite (Word, Excel, PowerPoint, Outlook).
- Experience with project management software or CRM systems (e.g., Xactimate).
- Strong organizational and multitasking abilities.
- Excellent verbal and written communication skills.
- Attention to detail and accuracy in data entry and proofreading
- Knowledge of restoration industry processes (water, fire, storm damage) is a plus.
- Ability to handle sensitive client and insurance information confidentially.

Work Environment: This role is primarily based in an office, with occasional communication with field teams and subs. May require flexibility in hours depending on emergency jobs and project deadlines.