JOB DESCRIPTION

| **Title** | OFFICE MANAGER | | |
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| **Reports To** | [INSERT TITLE] | | |

**Job Purpose**

The Office Manager at [organization name] is a pivotal role, central to the smooth functioning of the company's operations and customer service. This individual is tasked with ensuring efficient administrative support and managing a range of tasks critical to client service.

This position demands a proactive approach, with responsibilities encompassing customer support, account management, and compliance oversight. The ideal candidate will be adept at coordinating with various jurisdictions, handling financial transactions, and training new users, all while maintaining strong customer relationships and responding effectively to management's operational needs. This role is instrumental in sustaining [organization name]’s commitment to exceptional service and operational excellence.

**Duties and Responsibilities**

Responsibilities include, but are not limited to:

* Provide customer support over the phone and through email, addressing client queries and concerns with professionalism.
* Manage the process of adding system users and creating new accounts.
* Assist in invoicing, ensuring accuracy and timely processing.
* Order and track abstracts from various jurisdictions, coordinating with customers and jurisdictions to ensure timely delivery.
* Oversee compliance frequency for both full service and extended service clients.
* Enter and manage payments received via mail.
* Conduct training for new system users, focusing on fleet customers and ensuring their successful first batch submission.
* Engage in troubleshooting and spreadsheet manipulation to align customer driver lists with system requirements.
* Foster customer relations by ensuring regular service use, managing account renewals, and maintaining high satisfaction levels.
* Handle operational requests from management efficiently and effectively.
* Perform additional related duties as assigned.

**Key Qualifications**

* High school diploma or GED
* Minimum X year of experience in an administration or office role.
* Proficiency in MS Office suite, including Excel and Word.
* Familiarity with accounting software

**Core Competencies**

* Superior communication skills, both verbal and written, with a focus on customer service and active listening.
* High level of confidentiality maintenance and professional demeanour.
* Strong organizational and time management skills, with the ability to adapt to changing priorities.
* Detail-oriented, with a commitment to accuracy and logical thinking.
* Excellent research, problem-solving, and negotiation abilities.
* Self-motivated and organized, capable of working independently.
* Proficiency in telephone communication and effective interaction across various channels.
* Reliable, eager to learn, and proactive in showing initiative.

**Working Conditions**

* This position may require a mix of remote and in-office work
* Working hours are generally from <insert time> to <insert time>
* Overtime may be required
* Some travel may be required to meet clients or attend sales events
* Extended periods of sitting may be required
* Constant interaction with staff, clients, and public
* Constant exposure to screen-held devices, whether laptops or desktops, etc.