



372 Morrison Road, Suite D | Columbus, OH 43213 | Ph: 614-759-1000 | Fax: 614-759-7059

### **Front Office Manager: Columbus, Ohio Store**



#### **Job Description:**

The Office Manager handles day-to-day operations within their building and the front showroom. They are responsible for internal communications and awareness of daily activity during the work week. Sales, front of house, administrative, inventory, rental and shipping needs must be met. Construction and/or Engineering Administrative experience is preferable.

#### **Responsibilities:**

- Handle all incoming calls and direct them to the proper department or person.
- Greet and tend to walk-ins customers, pick-up orders and drop-off orders.
- Write service orders for customer drop-off units for repair or service.
- File Service "work orders" for technicians.
- Input service orders into the NetSuite Database System.
- Act as "Gate Keeper" for rental units. Create invoices and track all equipment.
- Assist in the monitoring of Sales Team inventory.
- Operate standard office equipment including but not limited to a calculator, personal computer and printer, photocopy machine, postage machine and facsimile.
- Print and audits the following reports: daily cash receipts, project tracking report, accounts receivable aging and month-end reports.
- Initiate credit checks on new customers and existing accounts.
- Process DWCR/RMA's – service and customer returns.
- Responds to all vendor inquiries in a professional manner.
- Prepare all accounts payable checks when they are due.
- Prepare analysis of accounts as needed.
- Take care of billing of invoices to customers. Create credits.
- Call customers with estimates on service.
- Update customer info on a daily basis for the database.
- Assist in the development of flyers for sales and service.
- Handle shipping and receiving as needed.
- Route Monday and Thursday packages to Corporate Office with all pertinent information. Collect all information and put in order, prior to shipping to Pittsburgh/Ambridge (HQ).
- Control and monitor cash box. Balance petty cash.
- Communicate with other stores on progress reports for service.
- Ensure that all tasks assigned are completed in a timely manner.
- Communicate any actions that need to be taken for customers to proper department or person.
- Help monitor inventory in front and back of store. Assist with inventory.
- Print labels for showroom items.
- Clean in and around office as needed. All team members at each location should assist.



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### **Qualifications:**

#### Education and Experience

- High school diploma or general education degree (GED); and two to four years related experience and/or training; or equivalent combination of education and experience.
- Ability to read, analyze, and interpret general business periodicals, professional journals, technical procedures, or governmental regulations. Ability to write reports, business correspondence, and procedure manuals. Ability to effectively present information and respond to questions from groups of managers, clients, customers and the general public.
- Ability to work with mathematical concepts such as probability and statistical inference. Ability to apply concepts such as fractions, percentages, ratios and proportions to practical situations.
- Ability to solve practical problems and deal with a variety of concrete variables in situations where only limited standardization exists. Ability to interpret a variety of instructions furnished in written, oral, diagram or schedule form.
- To perform this job successfully, an individual should have knowledge of Microsoft Word; Microsoft Excel; QuickBooks; payroll systems; human resource systems and contact management systems.

### **Benefits:**

- Competitive salary and benefits package
- 401k with match
- Profit sharing

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### **To Apply, Please Submit Your Resume To:**

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