

## **KC Administrative Assistant Job Description**

### **OVERVIEW**

Responsible for creating the first impression of KC, scheduling property maintenance appointments and ensuring a steady flow of bookings through warm & cold calling, accurate data entry in Salesforce and QuickBooks, customer service, and general administrative duties. Also responsible for processing & tracking all leads, handling brokered sales from start to finish, and flipping vendor quotes into KC proposals.

### **RECEPTION - KC IMAGE**

Reception for front desk & 4-line phone system  
Maintaining KC's professional image with clients & sub-trades  
Providing information on KC's property maintenance, Design Build, & contracting services  
Warm & cold calling our existing database for reminder maintenance visits

### **GENERAL ADMINISTRATION**

Emailing ScanDocs faxes to staff & printing out invoices  
Collecting & sorting incoming mail & preparing mail outs  
Arranging & tracking local courier deliveries  
Tracking sign-out of keys, first-aid kits, & lock boxes  
Keeping office supplies stocked (checking printer, postage meter, etc. daily)  
Maintaining accurate & up-to-date filing system for customer legal files, suppliers, & general office  
Proofreading documents & miscellaneous secretarial work

### **CUSTOMER SERVICE**

Customer satisfaction follow-up calls on maintenance visits  
Defusing signage & other maintenance-related complaints  
A/R collection calls for maintenance & contracting clients

### **SALES & MARKETING**

Processing & tracking all leads, including follow-up on aging leads  
Handling brokered sales from start to finish, including:

- Liaising with clients & vendors to co-ordinate site visits
- Flipping vendor quotes into KC proposals & following up for client sign-off
- Ensuring vendors complete work & submit bills, and clients are invoiced in full

Gathering new leads & bidding opportunities through research  
Managing periodic marketing projects, including post-cards & direct mailers  
Advising the KC team of new vendors, sub-trades, and products  
Organizing office events

### **SCHEDULING - MAINTENANCE CREW**

Scheduling maintenance jobs & ensuring steady flow of bookings  
Recording maintenance crew work history in ACT & timesheets in QuickBooks