

FUTURE SERVICES, INC is seeking an OFFICE MANAGER

Future Services Inc. is a leading service provider for Pest, Termite, & Lawn Services in the Southeast. Our company is growing, and we would love to talk to you about joining our team.

We are looking for an Office manager to organize and coordinate administration duties and office procedures. Your role is to create and maintain a pleasant work environment, ensuring high levels of organizational effectiveness, communication, and safety. Office manager duties and responsibilities include scheduling meetings and appointments, making office supplies arrangements, and providing general administrative support to our employees. Previous experience as a Front office manager for a pest control company would be an advantage. A successful Office manager should have experience with a variety of office software (email tools, spreadsheets, and databases) and be able to accurately handle administrative duties. Ultimately, the Office manager should be able to ensure the smooth running of the office and help to improve company procedures and day-to-day operations.

Responsibilities

- Provide high-level customer service in a courteous manner for employees and customers
- Provide phone assistance on a wide variety of customer issues
- Document interactions in the company database
- Jump in as needed to enhance team effectiveness
- Coordinate with all other departments including but not limited to sales, billing, technical services, etc. for the purpose of resolving issues with customers
- Know the customer is always right
- Is straightforward and forthcoming with customers and employees about problems
- Takes advantage of opportunities to exceed customers' and employee expectations
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- Acts quickly to remedy problem situations
- Show concern for the needs of customer and employees

Skills

- Proven experience as an Office manager, Front office manager or Administrative assistant
- Knowledge of office administrator responsibilities, systems and procedures
- Proficiency in MS Office (MS Excel and MS Outlook, in particular)
- Hands-on experience with office machines (e.g. fax machines and printers)
- Familiarities with email scheduling tools, like Email Scheduler and Boomerang
- Excellent time management skills and ability to multi-task and prioritize work
- Attention to detail and problem-solving skills
- Excellent written and verbal communication skills
- Strong organizational and planning skills in a fast-paced environment
- A creative mind with an ability to suggest improvements
- High School degree; additional qualification as an Administrative assistant or Secretary will be a plus