



OFFICE MANAGER

Location: **Greenville, SC**

**** JOB POSTING ****

Date Posted: September 8, 2023

Date Post Expires: September 15, 2023 (end of business)

Reports To: Branch Manager

Summary/Objective:

As the Office Manager, you will play a pivotal role in ensuring the smooth and efficient operation of our branch and administrative functions. You will be responsible for overseeing administrative team members, managing daily administrative operations, and providing superior customer service. Your contributions will directly impact on our ability to deliver top-quality pest control services to our valued customers.

Essential Functions and Responsibilities

- Office Administration
 - Oversee day-to-day office operations, including scheduling, phone, text, and email communication, and office supplies management.
 - Maintain a clean, organized, and professional office environment.
 - Manage office budgets and expenses efficiently.
- Team Management
 - Supervise and support administrative team.
 - Conduct team member training and development programs to ensure a high level of performance.
 - Schedule and coordinate PTO for office administrative team members.
- Customer Service
 - Address customer inquiries, concerns, and service requests with professionalism and empathy.
 - Ensure prompt and accurate handling of customer accounts, contracts, and billing.
- Scheduling and Routing
 - Efficiently schedule to ensure all services are completed in the budgeted month.



- Monitor field specialists progress and adjust schedules as needed to optimize productivity.
- Records and Reporting
 - Maintain accurate records of customer information, service history, and financial transactions.
 - Generate and analyze reports related to office and service performance.
- Quality Control
 - Collaborate with the operations team to ensure that services meet company standards and regulatory requirements.
 - Implement and monitor quality control procedures.

Required Experience:

Minimum Qualifications

- Proven experience in office management, preferably in pest control or related industry.
- Strong organizational and multitasking abilities.
- Excellent interpersonal and communication skills.
- Proficiency in office software and applications (e.g., Microsoft Office Suite).
- A knowledge of pest control industry regulations and best practices is a plus.
- Leadership and team management experience preferred.
- Exceptional customer service orientation.

Preferred Qualifications

- Experience within the home services industry, particularly Pest Control, as well as home services software.