

## Administrative Assistant / Customer Service

JMS Rebar | Greensboro, North Carolina

### **Position Summary:**

This position will assist all departments with the goal to provide the best experience to internal and external customers. By means of computer software like, aSa, AIX, Outlook, Word, Excel and other communication tools like phone calls and emails, this person will perform and review instructions or directions from all Departments and Sales Reps with regards to projects under negotiation and/or contract and will assist with the coordination and organization required for such projects. This person will cultivate a positive customer service environment.

### **Essential Functions and Responsibilities:**

- Type proposals for customers and create record and reports to follow up.
- Email proposals to customers and Sales Rep
- Keep estimate's records.
- Create job numbers and enter job information and contacts on aSa.
- Receive and type small fabrication orders in our aSa system.
- Create, sign and submit documentation related to traceability, quality control and DOT jobs.
- Generate bill of lading in our aSa system.
- Create ticket in our AIX system.
- Handle and keep record of mill certificates.
- Confirm that plans received are the latest revision before estimating and detailing process.
- Keep an organized record of plans received.
- Assist on printing documentation and plans project related.
- Assist on scanning documentation and plans project related.
- Receive bar list for approved drawings, will create a ticket number and will release for fabrication.
- Submit mill certificates when required.
- Answer and manage JMS Rebar phone line.
- Generate and check that all paperwork is correct before delivery.
- Correct ticket information according to delivery weights.
- Contract management including monitoring of quantities for lump sum contracts, contract files and change orders.
- Develop working knowledge of the basics of JMS Rebar Scheduling system (aSa).
- Responsible for making sure outstanding service is taking place and all efforts are taken to satisfy customer needs at all levels.
- Must adhere to JMS Rebar safety programs and standards.
- Demonstrate conduct consistent with JMS Rebar vision and values.
- Maintains a desirable work area.
- Performs and/or assist on other duties as assigned.

### **Experience and Skill Requirements:**

- Previous rebar business experience preferred.
- Previous experience with aSa Rebar Systems preferred.
- Experience and practical knowledge of rebar industry standards preferred.

- Must meet attendance standards.
- Ability to interact with coworkers and customers in a positive manner, follow directions and work rules and accept constructive feedback required.
- Strong mathematical skills are required.
- Strong customer service orientation.
- Ability to communicate with customers, sales reps, detailers and employees required.
- Must demonstrate outstanding organization and multi-tasking skills.
- Ability to work overtime as necessary outside of normally scheduled shift with little or no advance notification required, including weekends and holidays.
- Strong spatial skills.
- Must be legally authorized to work in the United States without company sponsorship now or in the future.
- Must be able to physically work in Greensboro, North Carolina. This is an in-house position and not available for remote work.

**Education Requirements:**

- High School Diploma, Technical degree and/or equivalent is not required.

**Physical Demands:**

- While performing the duties of this job, the employee may be required to lift and /or move moderate to heavy objects.
- Typical office and fabrication shop activities.
- Talking, walking, sitting, standing, and bending.
- Using hands to operate objects, tools, computers and other electronic equipment
- Lifting/handling computers, boxes and related office equipment
- Vision abilities including close vision and adjusting focus.
- Moderate noise level when at the office high level when at the shop.

In exchange for your hard work and dedication, JMS Rebar offers the following benefits: Major Medical Insurance, Optional Family Coverage, Profit Sharing, Short-Term Disability, Life Insurance, PTO Days, Holidays, 401K, Employee purchase discount, Auto Mileage Reimbursement, Bereavement Leave, Christmas Bonus (at the discretion of the Board of Directors), Educational Reimbursement for Approved Courses, Free Parking and Jury Duty Leave.

JMS Rebar is an equal opportunity employer and does not discriminate against otherwise qualified applicants on the basis of race, sex, gender identity, sexual orientation, color, religion, creed, national origin, disability, age, marital status, pregnancy, veteran status or any other basis prohibited by law.