



## **REGIONAL SITE OFFICE MANAGER**

### **Job Summary**

This position's primary responsibility is to provide exceptional customer service via inbound phone calls, greeting of walk-in customers, timely execution of sales and rental requests, as well as maintain stocking levels and inventory for the regional location while ensuring order requests are delivered, shipped or provided to customers in a timely manner. Additionally, this position provides administrative support to the regional operations team and to staff at headquarters when required. In general, this position will actively partner with the Regional Site Operations Manager and other StoneAge staff to ensure that all essential functions are covered; a great deal of flexibility will be required at times in order to assist in all areas of the facility.

This position reports to the Regional Site Office Manager.

### **Essential Functions**

- Answer phones in a timely and courteous manner.
- Greet visitors and assist them and/or direct them to the appropriate StoneAge staff.
- Perform order entry for local customers, as well as possibly assisting with order entry overflow from other facilities (such as the Durango office).
- Provide administration of walk-in sales and rentals, including price quotes, invoices and rental agreements, and collection of payments.
- Assist with operations tasks as needed, including inventory stocking and control, shipping, and receiving.
- Perform clerical duties to include but not limited to filing, photocopying, faxing, and mailing for staff.
- Procure and maintain stock of office supplies and keep file rooms organized.
- Make shopping trips to Office Depot, Wal-Mart, etc.
- Mail pick up and distribution.
- Update postage meter.
- Complete various customer service tasks in support of customer visits that include but are not limited to creating front entry welcome signs, preparing and mailing thank you notes, and providing a hospitable environment for visitors.
- Support of company CRM management to include data entry, data audit and verification and data mining to support sales and marketing initiatives.
- Assist with travel arrangements for staff as necessary.
- Prepare repair quotes for Mechanic handling repairs.
- Organize and coordinate regional office functions within budget requirements.
- Perform additional duties as requested by the Regional Site Operations Manager.

### **Knowledge and Training Requirements**

The Regional Site Office Manager must:

- Be part of problem solving activities and corrective action for administrative areas.
- Be customer service oriented, exhibiting flexibility and agility as to meet customer needs.
- Have excellent interpersonal skills.
- Be organized and able to keep track of multiple priorities and deadlines.
- Have the ability to establish and maintain positive working relationships with other employees and to communicate and interact effectively with management, customers, and team members at all levels through both verbal and written means.
- Have working knowledge of ERP and Microsoft software.

### **Other Information**

- Regular local trips for miscellaneous supplies, etc.
- Extended working hours may be needed at peak times or when short staffed.
- Must be able to lift up to 50lbs.