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JOB DESCRIPTION

Job Title: Administrative Assistant
Labor Network Operations
FLSA: Exempt
Reports to: Director of Network Services
Department: Customer Operations

Job Summary: This role requires the ability to be flexible and adaptable in a dynamic and fast paced environment. This role performs a variety of administrative and support functions. The role requires a sense of urgency, timeliness, teamwork, as well as being responsive to internal and external customers. The ability to work independently and collaboratively are both important.

Essential Functions/Accountabilities:

Human Resources Support

- Assist the Director of Labor Network Operations in recruitment of flooring installers, including:
 - Contacting individuals to confirm hire date and sending employee packets out.
 - Verify that all legal documentation is obtained for each potential employee and provided to Payroll Administrator/*Human Resources*
- Maintain DOT, OSHA and insurance records for Labor Network employees (i.e. medical cards for drivers, equipment inspections, workers compensation claims, vehicle insurance claims).

Hours and Production Rates

- Verify daily that all Labor Network hours worked are entered and up-to-date; work with Crew Leads to ensure that hours are “called-in” to the LLM for system entry.
- Ask for and document production rates (i.e. marked up plan, sq. ft/yds, etc.).

Project Management Assistance

- Create Labor Network Budgets in a timely manner (i.e. as soon as Leads are assigned to each Jenga job).
- Provide budgets to Job Leads prior to the start of the job and monitor the hours on the job to avoid unnecessary budget expense.
- Generate the Service Provider Packets to send to the Labor Lead 2-3 weeks prior to job start. (Content not limited to: S2S, “Jenga” budget showing the allocation of hours, customer specific completion notices or Field Work Authorization Forms).

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- Assist in making travel arrangements and logistics for the crews

Coding Transactions

- Work directly with the Finance team to make sure all transactions are coded promptly and properly to each job. (Includes: Fuel, Hotels, Home Depot Purchases, Supply purchases, Credit Card transactions, Jobsite hours, and rental equipment).
- Update and keep the Jenga Labor Network Job Cost report current.

Jenga Accounting/Per Diem

- Maintain Per Diem amounts.
- Ensure that all entries are coded properly on the upload form.
- Periodically “scrub” the Upload Form to help prevent mistakes.
- Utilize the bank confirmation e-mail from finance showing what cards have been loaded with the amount.
- Maintain spreadsheets so data is accurate, current and available for use. Resolve discrepancies immediately.
- Work directly with Finance to apply the correct job code to all invoices promptly upon receipt.
- Generate Jenga direct labor Purchase Order upon the creation of the budget to ensure Payroll costs are estimated in the assigned cost for each job’s financials.

Service Provider (SPx) Administrative Responsibilities

- Responsible for Document Management for Labor Network which involves emailing required documents to prospective Service Providers (including SP Profile, W9, Certificates of Liability Insurance, Subcontractor Agreement, Direct Deposit/ACH).
- Responsible for Credit Hold Management and approvals for payables when applicable.
- Conduct ongoing maintenance of SPX Profile (i.e. contact information changes, expired insurance, etc.).
- Manage new Vendor Set-up and enter key vendor attributes into SPX so information is visible for Customer Operations (includes all SP types – installers, inspectors, etc.)
- Maintain Collaboration Portal including registration and Vendor allocation and Username/Password Reset
- Manage Senior Living Certification including Packet/link distribution, review of certification and and issuing Badges.
- Provide Service Provider Conference Support, as requested.
- Perform other duties as assigned.

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Key Competencies

- Excellent Written and Oral Communication Skills
- Strong Organization Methods and Time Management Skills
- Proficient with Computers and Microsoft Outlook and Excel, and PowerPoint
- Ability to develop strong internal and external relationships
- Highly developed phone communication skills

Qualifications

Associate's or Bachelor's Degree from an accredited college or High School Diploma with relevant job experience.

Physical Demands/Working Conditions/Travel

The position requires being able to work in a dynamic, fast-paced environment.