

Position: Administrative Assistant

Reports To: Call Centre Manager / Regional Managers

Reporting To This Position: No Direct Reports

Purpose: Perform general clerical duties supporting field and office activities.

Duties and Responsibilities

- Maintain / Summarize database of activities, quality audits, productivity, safety training and meetings.
- Summarize daily safety meetings into appropriate program.
- Enter data on computer terminal with a high level of speed and accuracy (e.g. FieldPro, NAVision, MBLink).
- Maintain accurate computer and paper records as required by the assigned unit.
- Prepare consolidated reports from individual reports.
- Enter vehicle accident reports into appropriate program.
- Gather production numbers from MBLink and integrate into appropriate program.
- Facilitate the Purchase Order Management process.
- Maintain and enter information for repair work in preparation for billing to BC Hydro.
- Enter and maintain information on repair work in preparation for billing.
- Provide back-up support as required by directing incoming/outgoing calls.
- Direct incoming calls as required.
- Assist with ordering, maintaining and keeping inventory on office supplies
- Assist Field Supervisors and Operations Manager in completing daily duties as required.
- Provide Support to Call Centre, including handling customer calls as required.

This description is a guide to the general work to be performed and is not intended to be a complete statement of the position.

Requirements:

- High school diploma or equivalent education.
- A minimum of one year of office experience.
- Proficient in MS Office applications (MS Word, MS Excel, MS Outlook)
- Thorough knowledge of office practices and office tools.
- Excellent data entry skills
- Excellent written and oral communication skills.
- Good interpersonal skills and phone etiquette
- Good listening and responding skills.
- Good time management skills and organizational skills.
- Able to work with minimal supervision.
- Ability to follow written and verbal instructions.
- Successfully pass a criminal background check.
- Bilingual in any of the following languages is highly desirable: Cantonese, Mandarin or Punjabi.