



- ⊕ 24/7 Emergency Services
- ⊕ Commercial & Residential Restoration
- ⊕ Commercial & Residential Repairs
- ⊕ Servicing all of CT, MA, RI

### **Administrative Assistant**

Disaster Restoration Services, LLC (DRS) is a 24/7 full service insurance restoration company that specializes in commercial and residential Water, Fire, Storm and Mold Restoration. We are a very high energy and fast paced company. We are seeking an administrative assistant to manage the office, handle duties for upper management, and oversee and ensure processes are followed on restoration jobs. The ideal candidate for this job should be resourceful, a good problem solver, and organized. This position is responsible for managing workflow through the office, ensuring tasks are completed in a timely manner, and providing administrative support to keep the office running efficiently.

### **Principal Duties**

Front Desk Reception: responsible for answering incoming calls and greeting visitors in a professional manner.

Performs general support functions for the office. (scanning documents, faxing documents, mailings, filing, etc.)

Maintain office equipment, troubleshoot problems, and schedule maintenance and repairs. Responsible for general office appearance and cleanliness.

Order and maintain inventory of office and field supplies.

Responsible for sorting and forwarding all incoming mail. Also for preparing all outgoing mail, including express mail services.

Assist with word processing, excel spreadsheets, and power point presentations.

Assist in the management of an after-hours answering service to ensure calls are being answered in a polite and courteous manner. Ensure that calls are being routed to the appropriate after-hours technician and that messages are being delivered to the appropriate person in a timely manner.

Coordinating and communicating a monthly on call schedule for management and technicians.

Assist with planning and organizing company Continuing Education classes for insurance professionals. This includes planning the event, sending invitations, RSVP's and distribution of completion certificates.

Coordinating, scheduling, and booking employee travel reservations.

Assist in the coordination of department meetings. Send out communications and meeting reminders, compile notes into power point presentations, set up the meeting room, and coordinate hospitality/catering services.



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**Key Qualifications:**

Proficient in Microsoft Office (Word, Outlook, Excel, and Powerpoint.)

Must have a functional understanding of handheld smart devices and an aptitude for learning new technology and software easily.

Database management.

Experience in Xactware would be helpful, but not mandatory.

Work cooperatively and efficiently with others to set goals, resolve challenges, and make decisions to enhance organizational effectiveness; ability to undertake self directed tasks when necessary.

Excellent time management skills, attention to detail, the capacity to prioritize by assessing situations to determine urgency.

Ability to develop a work schedule, set goals, create/implement action plans and monitor progress toward goals, and the ability to make clear and timely decisions.

Strategic thinking and solution development

Consulting skills (questioning, listening, summarizing, developing recommendations)

A positive customer service attitude

Sound decision-making & problem-solving skills

Comfortable working in fast-paced, dynamic and flexible environment

Will be available on a rotation basis for emergency service jobs 24/7if needed.

Aptitude to comprehend detailed communications

***\*The company reserves the right to add or change duties at any time.***

**All positions must be committed to and adhere to DRS's: Core Values**

Respect: Positive feelings of admiration for each other and our process through our experiences.

Passion: Having strong feelings of truth and belief I what you are doing

Humility: Creates the trust and loyalty needed to succeed. It's about achieving the vision and the goal by working together. It is not about self-interests but about working together.



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