

Alvin Pest Control, LLC strives to hire the best candidate for all positions whose talents are best suited for the open position(s) and personality would fit best for the position and in our company culture.

Position: Operations Assistant

Description: The Operations Assistant will provide administrative support to ensure efficient operation of the office. This role is the first contact our customers have with us through the telephone and in person, therefore, should be friendly, cheerful, and professional. The role requires a front desk appearance. It is necessary to have excellent organizational skills, strong attention to detail, and the ability to handle multiple tasks simultaneously. The role is suited for a task-oriented person who is able to maintain a neat and tidy environment. The position is best suited for someone who is able to work through changes to routine or challenges which may be presented during the course of their day.

Duties include:

- Answering phones.
- Retrieving and relaying messages from phone, email and text.
- Making daily reminders via text and phone.
- Making advance notifications to customer via text or email as requested by customer.
- Making scheduling contacts via phone, email and text.
- Initiating customer satisfaction contacts.
- Running reports for other staff regularly or on an as-needed basis.
- Filing.
- Preparing and sending greeting cards to customers.
- Other tasks as requested by management.

Qualifications:

- High school diploma or equivalent; Associates' degree in office management is a plus.
- Minimum 3 years office experience.
- Strong organizational skills and task oriented with the ability to prioritize tasks effectively.
- Good reasoning skills when faced with challenges.
- Excellent verbal and written communication skills.
- Ability to provide friendly, yet professional communication with our customers and show compassion and empathy when necessary.
- Comfortable with technology and can learn industry-specific software.
- Familiar with the Microsoft Office Suite (Word and Excel) and able to work on a Mac using the Safari browser.
- Must be able to pass a background check and drug testing.
- Must be comfortable in an office with dogs.

Job Type: Part-time; approximately 25 to 30 hours per week.

Hours: Monday through Friday, 7:45 a.m. to 2:00 p.m. with a 30-minute lunch.

Pay: Based on experience \$16 to \$17 per hour.

This position is eligible for promotion and/or becoming full-time.