



JOB DESCRIPTION

Job Title: Branch Administrator

Reports to: Branch Manager

Department: Administration

Date: 9/04/2020

Status: Non-Exempt

Salary Range:

POSITION SUMMARY:

The Branch Administrator is expected to provide superior client service. Branch Administrator will work cooperatively with Business Developers, Production Managers, and Account Managers to grow existing clientele, create new client relationships, and increase overall client satisfaction. Branch Administrator will respond promptly to internal and external client inquiries and will keep records of requests and issues related to clients' accounts. Branch Administrator is in charge of administration part of their branch; some of those functions are client and employee relationship, purchasing, accuracy on time and material entry, create reports as needed, assist on scheduling. Must be able to function in a fast-paced, detail-oriented, deadline driven environment.

EXPERIENCE & TRAINING:

The Branch Administrator will need any combination of education and experience that has provided the knowledge, skills, and abilities necessary for the position. A typical way of obtaining the required qualifications is to possess the equivalent of two to three years office experience in client services. Branch Administrator will need a high school diploma or equivalent. Must have intermediate computer skills and be able to type.

ESSENTIAL JOB FUNCTIONS:

The duties listed below are examples of the work typically performed by an employee in this position:

A. Performs job functions timely and efficiently.

- Proactive communication with internal and external clients via telephone, e-mail, regular mail, or in-person. Perform Help Desk follow-up calls periodically.
- Receives clients' requests by telephone or mail, analyzes requests, provides information requested or ascertains who best can provide the information, and routes the request to the proper person. Follows up with clients regarding satisfaction of work performed and completed.
- Creates and analyzes open issues reports, monthly usage reports, creates and modifies addendums, contracts, and other relevant documentation.
- Manage on-call schedule, procedures, phone recordings, phone/email activation, and be main point of contact for scheduled managers.

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Stay Green Inc.

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- Assists in the groundwork of proposals/work orders and e-mails the enhancements to clients. Follow-up on enhancements over \$2k.
- Prepare internal/external client-relevant material such as client birthday cards, award entries and photography, internal calendars, new job welcome packets, and client door hangers.
- Assists internal clients with schedules, email reminders, and information as needed. Update external marketing team with photos, event info, etc.
- Type and help create walk-thru notes, bi-weekly Operations meeting notes, and other relevant notes on an as needed basis.
- Monitors each district in conforming to company policy in the submission of paperwork.
- Maintain (update, enter new, and inactivate) client information in software program, Aspire and client folders on SGI shared W drive.
- Provides Receptionist/Executive Assistant relief with phones as needed.
- Manage Purchasing for branch and with T&M's and P.O.'s as needed.
- Demonstrates a full understanding of applicable policies, procedures, and work methods associated with assigned duties; responds to questions and concerns from the general public; provides information as is appropriate and resolves complaints.
- Performs other duties and special projects as needed.

COMPANY COMPLIANCE:

A. Demonstrates behaviors, which are consistent with the Code of Conduct and aligned with the organization's mission, vision and shared values.

- Reports promptly any suspected or potential violations to laws, regulations, procedures, policies and practices, and cooperates in investigations.
- Conducts all transactions in compliance with all company policies, procedures, standards and practices.

B. Ensures that appearance and personal conduct are professional at all times.

- Excellent attendance record.
- Wears appropriate uniform and ensures personal hygiene (see Uniform Policy).
- Works at maintaining a good rapport and a cooperative working relationship with clients and staff.
- Represents the organization in a positive and professional manner at all times.

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- Maintains organizational and employee confidentiality at all times.

PHYSICAL REQUIREMENTS:

The physical requirements described herein are representative of those that must be met by an employee to successfully perform the essential functions of this position.

- Hearing:** Adequate to perform the essential functions of the job.
Speaking: Adequate to perform the essential functions of the job, such as clearly communicating with multiple personnel.
Vision: Normal visual acuity.
Other: Must be able to prioritize; have cognitive reasoning and problem-solving ability.

| <p>Lifting up to:</p> <input type="checkbox"/> 5 lbs. <input checked="" type="checkbox"/> 20 lbs. <input type="checkbox"/> 40 lbs. <input type="checkbox"/> 50 lbs. <input type="checkbox"/> 60 lbs. <input type="checkbox"/> Over 60 lbs. <p>Pushing up to:</p> <input checked="" type="checkbox"/> 25 lbs. <input type="checkbox"/> 50 lbs. <input type="checkbox"/> 150 lbs. <input type="checkbox"/> 250 lbs. <input type="checkbox"/> Over 250 lbs. <p>Manual Dexterity:</p> <input type="checkbox"/> Low <input checked="" type="checkbox"/> Medium <input type="checkbox"/> High | <p style="text-align: center;">Average % of time during regular shift devoted to:</p> <table border="0"> <tr> <td>Standing</td> <td>Walking</td> <td>Squatting</td> <td>Sitting</td> </tr> <tr> <td><input checked="" type="checkbox"/> 0-20 <input type="checkbox"/> 21-40 <input type="checkbox"/> 41-60 <input type="checkbox"/> 61-80 <input type="checkbox"/> 81-100</td> <td><input type="checkbox"/> 0-20 <input checked="" type="checkbox"/> 21-40 <input type="checkbox"/> 41-60 <input type="checkbox"/> 61-80 <input type="checkbox"/> 81-100</td> <td><input checked="" type="checkbox"/> 0-20 <input type="checkbox"/> 21-40 <input type="checkbox"/> 41-60 <input type="checkbox"/> 61-80 <input type="checkbox"/> 81-100</td> <td><input type="checkbox"/> 0-20 <input type="checkbox"/> 21-40 <input type="checkbox"/> 41-60 <input checked="" type="checkbox"/> 61-80 <input type="checkbox"/> 81-100</td> </tr> </table> | Standing | Walking | Squatting | Sitting | <input checked="" type="checkbox"/> 0-20 <input type="checkbox"/> 21-40 <input type="checkbox"/> 41-60 <input type="checkbox"/> 61-80 <input type="checkbox"/> 81-100 | <input type="checkbox"/> 0-20 <input checked="" type="checkbox"/> 21-40 <input type="checkbox"/> 41-60 <input type="checkbox"/> 61-80 <input type="checkbox"/> 81-100 | <input checked="" type="checkbox"/> 0-20 <input type="checkbox"/> 21-40 <input type="checkbox"/> 41-60 <input type="checkbox"/> 61-80 <input type="checkbox"/> 81-100 | <input type="checkbox"/> 0-20 <input type="checkbox"/> 21-40 <input type="checkbox"/> 41-60 <input checked="" type="checkbox"/> 61-80 <input type="checkbox"/> 81-100 | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
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| <p>Other:</p> | <p style="text-align: center;">Indicate % of time employee must perform each activity</p> <table border="0"> <thead> <tr> <th></th> <th>0-20</th> <th>21-40</th> <th>41-60</th> <th>61-80</th> <th>81-100</th> </tr> </thead> <tbody> <tr> <td>Driving:</td> <td></td> <td></td> <td></td> <td></td> <td></td> </tr> <tr> <td>Car/Truck</td> <td><input checked="" type="checkbox"/></td> <td><input type="checkbox"/></td> <td><input type="checkbox"/></td> <td><input type="checkbox"/></td> <td><input type="checkbox"/></td> </tr> <tr> <td>Other</td> <td><input type="checkbox"/></td> <td><input type="checkbox"/></td> <td><input type="checkbox"/></td> <td><input type="checkbox"/></td> <td><input type="checkbox"/></td> </tr> <tr> <td>N/A</td> <td><input type="checkbox"/></td> <td></td> <td></td> <td></td> <td></td> </tr> <tr> <td>Bending</td> <td></td> <td></td> <td></td> <td></td> <td></td> </tr> <tr> <td>to waist</td> <td><input checked="" type="checkbox"/></td> <td><input type="checkbox"/></td> <td><input type="checkbox"/></td> <td><input type="checkbox"/></td> <td><input type="checkbox"/></td> </tr> <tr> <td>to floor</td> <td><input checked="" type="checkbox"/></td> <td><input type="checkbox"/></td> <td><input type="checkbox"/></td> <td><input type="checkbox"/></td> <td><input type="checkbox"/></td> </tr> <tr> <td>N/A</td> <td><input type="checkbox"/></td> <td></td> <td></td> <td></td> <td></td> </tr> <tr> <td>Reaching:</td> <td></td> <td></td> <td></td> <td></td> <td></td> </tr> <tr> <td>to shoulder</td> <td><input checked="" type="checkbox"/></td> <td><input type="checkbox"/></td> <td><input type="checkbox"/></td> <td><input type="checkbox"/></td> <td><input type="checkbox"/></td> </tr> <tr> <td>above shoulder</td> <td><input checked="" type="checkbox"/></td> <td><input type="checkbox"/></td> <td><input type="checkbox"/></td> <td><input type="checkbox"/></td> <td><input type="checkbox"/></td> </tr> <tr> <td>N/A</td> <td><input type="checkbox"/></td> <td></td> <td></td> <td></td> <td></td> </tr> </tbody> </table> | | 0-20 | 21-40 | 41-60 | 61-80 | 81-100 | Driving: | | | | | | Car/Truck | <input checked="" type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | Other | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | N/A | <input type="checkbox"/> | | | | | Bending | | | | | | to waist | <input checked="" type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | to floor | <input checked="" type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | N/A | <input type="checkbox"/> | | | | | Reaching: | | | | | | to shoulder | <input checked="" type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | above shoulder | <input checked="" type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | N/A | <input type="checkbox"/> | | | | |
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| to shoulder | <input checked="" type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
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In compliance with applicable disability laws, reasonable accommodations may be provided for qualified individuals with a disability who require and request such accommodations. Incumbents and applicants who have been offered employment by Stay Green, Inc. are encouraged to discuss potential accommodations with the employer.

Management has the right to add or change these duties of the position at any time.

APPROVAL AND ACKNOWLEDGMENT OF RECEIPT

Branch Manager: _____ Date: _____
(Signature)

*Branch Administrator: _____
(Signature)

Branch Administrator: _____ Date: _____
(Print)

*Employee signature acknowledges understanding of the essential functions and requirements of this position. Employee also acknowledges receipt of this position description.

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