



Full-Time Office Assistant

Conover Construction & Roofing | Hickory, NC

Position Overview

We are seeking a reliable, detailed oriented, highly organized, and teachable Office Assistant to join our team. In this role, you will support daily service operations, interact directly with customers, and maintain accurate administrative records. Key responsibilities include answering incoming phone calls, directly managing leak repair requests from initial contact through completion, and conducting proactive outreach. The ideal candidate has strong customer service skills, basic computer proficiency, and a solid work ethic. This position works directly with the Project Manager and Office Manager.

Key Responsibilities

Daily Operations & Repair Management

- Primary point of contact for incoming phone calls and incoming leak repair requests.
- Assist with scheduling repair jobs and coordinating daily field calendars in coordination with the Project Manager.
- Track leak repair jobs from initial intake to completion, ensuring clear communication and updates with clients.
- Perform client follow-up calls after service completion to ensure satisfaction and conduct cold calls to support business growth and customer outreach.

Administrative, Financial & Warranty Tracking

- Support the Office Manager with administrative files using Word, Excel, and Google Workspace (Docs, Sheets, Drive) and QuickBooks Online (QBO).
- Accurately enter job time and materials into administrative and tracking systems.
- Manage and process manufacturer warranties, ensuring all necessary documentation is completed and filed correctly.
- Assist with adding repair projects, billing entry, and account updates in QuickBooks Online (QBO).



Qualifications & Requirements

Technical & Administrative Skills

- **Computer Proficiency:** Strong familiarity with Microsoft Word, Excel, and Google Platform applications.
- **Accounting Software:** Prior experience with QuickBooks Online (QBO) is highly preferred but not required.
- **Customer Service & Outreach:** Minimum of 1–2 years of direct customer service or client-facing experience; comfortable making outbound calls and follow-ups.

Core Traits

- Teachable mindset with a strong motivation to learn the industry.
- Exceptional attention to detail and organizational skills.
- Dependable, punctual, and adaptable in a fast-paced environment.

Compensation, Schedule & Benefits

- **Starting Pay:** \$20.00-25.00 / hour, depending on experience.
- **Probationary Period:** 90-day evaluation period to review performance and discuss growth opportunities.

Benefits Package:

- **Paid Time Off:** 1 week of paid vacation (40 hours) annually.
- **Health & Dental Insurance:** Eligible after 90 days of continuous employment.
- **Life Insurance:** Company-paid coverage available for full-time employees after 90 days of continuous employment.
- **401(k) Retirement Plan:** Includes company match.

Paid Holidays: Eligible after 120 days (or 6 months) of continuous employment.