

Position Information:

- **Position Classification:** Field Operations Assistant
- **Position ID:** 030
- **Supervising Position Title:** Operations Manager (OM)
- **Reporting Positions:** None

- **Position Type:** Full Time, OT Eligible
- **FTE:** 1.0
- **Payroll Type:** Salary
- **Position Pay Range:** \$27,070 to \$58,240 annually
- **Shift Requirement:** 8:00am – 5:00pm (with 1hr unpaid lunch)
- **Travel Requirement:** less than 5%

Position Summary:

The *Field Operations Assistant (FOA)* is the primary clerical and coordination support role for all the Field Operations Service Departments at Pacific Rim CR LLC, reporting directly to the *Operations Manager (OM)*. Field Operations teams provide daily restoration services for property losses or remodel requests of residential homes and/or light commercial facilities. The FOA receives and processes all potential customer/project service requests (leads). Once signed, and ready for service, the FOA assists the OM and Field Supervisors in scheduling field crew appointments. The FOA's primary function is to support the scheduling and delivery (to completion) of all mitigation, abatement, and content manipulation services. Responsibilities include various clerical and administrative tasks: taking meeting minutes, routine/transactional data entry, note taking and status monitoring/updates, performing tier 1 analysis and routine audit control checks, compiling standard reports, general customer service support, crew coordination, as well as other duties as assigned.

Position Responsibilities:

- **Role: Customer Service Representative 30%**
 - **Adhoc/Daily:** Serve as the primary point of contact for incoming communications to Pacific Rim. Answer main company phone line, respond to Tier 1 inquiries/complaints per approved procedures, route Tier 2 inquiries/complaints to the appropriate team members.
 - **Adhoc/Daily:** Monitor primary Field Operations e-mail account (fieldops.support@restoreyounow.com). Respond to Tier 1 customer or staff inquiries and complaints; provide appropriate solutions and alternatives within time limits, follow-up to ensure resolution. Route Tier 2 customer or staff inquiries and complaints to the appropriate team members.
 - **Adhoc/Daily:** Manage new project booking requests. Create leads in Teams. Create customer and project folders in OneDrive. Create initial SOW appointments in Outlook and TSheets in accordance with pre-approved procedures and based on Project Manager's availability. Reschedule or cancel job appointments as requested. Prepare Project Notebooks in advance of SOW appointments. Log initial REF Payments.

- **Role: Department Assistant 15%**
 - **Weekly:** Prepare materials in advance of Field Operations meeting
 - **Weekly:** Attend Field Operations meetings
 - **Weekly:** Take minutes during Field Operations meetings. Distribute minutes and materials following the meeting, storing master copies of documents according to *Records Management* plan on OneDrive.
 - **Weekly:** Prepare materials in advance of Field Operations Service Department meetings
 - **Weekly:** Attend Field Operations Service Department meetings

- **Weekly:** Take minutes during Field Operations Service Department meetings. Distribute minutes and materials following the meeting, storing master copies of documents according to Records Management plan on OneDrive.
- **Adhoc/Daily:** Act as delegate of the Field Ops Support calendar: scheduling recurring and adhoc meetings, monitoring invite responses, rescheduling appointments as needed.
- **Role: Clerical Assistant 50%**
 - Daily: Attend and facilitate Field Operations and Service Department scheduling sessions
 - Adhoc/Daily: Administer the sampling process (from initial taking of samples through publishing of sample results). Send daily sampling and ABT status summary reports.
 - Adhoc/Daily: Follow-up on Project Manger's new loss sampling status.
 - Adhoc/Daily: Follow-up on Laboratory results status. Publish results and files according to Records Management plan on OneDrive.
 - Daily: Schedule Field Supervisor and crew service appointments (call to confirm appointment with customer, schedule on appropriate calendars and reschedule as needed).
 - Daily: Send customer Field Supervisor and crew service appointment reminders by e-mail.
 - Adhoc/Daily: Perform Tier 1 Audits and confirm completion of Field Operations services (Mitigation, Abatement and PackOut). Send summary reports of incomplete/inaccurate deliverables produced by the field operations crews.
 - Adhoc/Weekly: Perform updates to company records (customer information, insurance information, etc.) per request and/or as self-identified according to filing and naming conventions outlined on the Records Management plan.
 - Daily: Review all projects in the Mitigation/Abatement/PackOut phases of the project lifecycle (all projects prior to "Complete-Ready to Bill" status. Transfer notes, ensure statuses are accurate and up to date, and send daily status summary reports.
- **Role: Company Crew Member 5%** (0.025 FTE ~ <1 hr/week)
 - Attend Pacific Rim CR LLC Company Meetings.
 - Participate in and attend routine Performance Reviews for assigned position.
 - Participate in company event planning committees.
 - Ensure that all Safety Protocols (including COVID-19) are strictly followed.
 - Attend routine 1:1 sync session with direct Supervisor.
 - Other duties as assigned by supervisor and/or company oversight to maintain efficient company operations and a high-quality of service delivery of assigned Department.

Position Classification:

Field Operations Assistants at all levels are expected to be able to follow established procedures to complete routine and adhoc tasks. Level 2 and Level 3 positions are expected to produce a progressively greater quality and quantity of work that is realized from increasingly higher levels of skill using technology devices and software / applications, demonstrated learning of business operations procedures and by their growing aptitude for the mitigation / restoration industry. Level 3 assistants also show superior leadership skills.

- **Level 1:** Level 1 FOAs are junior members of the FOA Classification. They are to constantly look for ways to build their skills and learn from more senior members of the team. Work product may require extra review cycles as directed by the OM or BOM to ensure standards are achieved and to provide opportunity for further training and development.
- **Level 2:** Level 2 FOAs have proven their ability to work on specific assigned tasks independently. They have demonstrated improvement in their understanding of restoration, business management and operational requirements and processes. They are seen as reliable team members who can be delegated tasks. They show

promise of being a leader with their willingness to take on additional duties and their proactive workmanship within the team; as well as by being an accountable and enthusiastic part of the field operations team.

- **Level 3:** Level 3 FOAs have built thorough knowledge of restoration and administrative processes and have demonstrated superior execution of assigned tasks. FOAs serve mid-level members of the Field Operations Team; advising junior employees and continuing to learn from company Field Supervisors and Managers. With their demonstrated delivery of quality workmanship, they are seen as the “master” level of their job classification setting the “bar” for junior assistants at Pacific Rim to follow. They consistently share their knowledge and are a positive role model to junior team members. They show continued promise as a leader with their willingness and growing aptitude for the business and industry. They are viewed as likely promotion candidates to senior positions within the company.

Position Classification Pay Ranges:

FOA1	\$ 27,040	\$ 37,440	\$ 13.00	\$ 18.00
FOA2	\$ 37,440	\$ 47,840	\$ 18.00	\$ 23.00
FOA3	\$ 47,840	\$ 58,240	\$ 23.00	\$ 28.00

Position Qualifications:

Required Qualifications

- Experience with Microsoft Office and using a Windows operating system laptop or desktop workstation
- Excellent computer skills: knowledge of and proficiency in common windows applications such as web browsers and general operating system / software navigation
- Strong communications and active listening skills over the phone / in person
- Detail oriented and highly organized with the ability to handle multiple tasks and assignments
- Ability to multi-task, prioritize, and manage time effectively
- Being customer and team oriented with the ability to adapt/respond to different types of characters
- Excellent communication and presentation skills
- Willingness to learn and apply knowledge to continuously improve business operations and customer service
- Have a clean, neat, and professional appearance; a top performer who can instill pride of workmanship
- Valid driver’s license with a clean driving record and background
- High school diploma or GED

Preferred Qualifications

- Knowledge of project management principles
- Experience with Microsoft O365 (Outlook, Excel, Word, PowerPoint, SharePoint, Teams and OneDrive)
- Expert knowledge of and extensive use of Microsoft O365 (Outlook, Excel, Word, PowerPoint, SharePoint, Teams and OneDrive)
- Familiarity with CRM systems and practices.
- Some post-high school education from college, trade school, or military in construction, accounting, business, or related field of study and/or some form of accreditation in related fields
- Associate’s Degree in construction management, accounting, accounting information systems, business administration, business management, management information systems, computer science or similar education / training
- Previous experience in construction or restoration industries
- Previous experience in an administrative role in the construction or restoration industries
- Advanced knowledge of construction or restoration services

Position Benefits:

- This position qualifies for paid leave per the Pacific Rim CR LLC Employee Handbook.
- This position qualifies for 5-8 paid holidays per year per the Pacific Rim CR LLC Employee Handbook.
- Company issued laptop or tablet and other various equipment.

Organization Chart:

