

# HI-Q Developments Limited

20 Maplewood Court, Beaver Bank, NS, B4G 1B6

We want our customers to feel comfort and security from the warmth of our firewood, as well as from the knowledge that we have a well-established reputation that is second to none in the industry.

## Full-time Office Manager Needed

### Main Duties

#### Communication (35%)

- Receive and handle inquiries and telephone calls in a professional manner, relaying information to the appropriate person, if necessary. Handle customer complaints in a professional manner
- Educate customers on buying firewood and assist them in placing orders
- Make follow-up and confirmation calls with existing customers
- Take orders over the phone; accurately transcribe them to internal systems and delivery schedules
- Meet customers at production site to handle sales / payment of pick-up orders
- Write and / or proofread correspondence to produce professional reports in a timely manner

#### Administration (35%)

- Schedule deliveries, prepare production / delivery packages, and work with customers, production crew, and drivers to ensure things work seamlessly
- Enter and maintain production and consumption information accurately via tracking spreadsheets
- Perform all accounting tasks, including all government filings except company year, entering data into accounting program and spreadsheets, and developing budgets
- Perform quality and quantity checks on inventories and deliveries
- Oversee equipment and vehicle maintenance records and repair scheduling
- Maintain safety program and safety manual, including all paperwork and training records
- Perform all general office administration duties, such as, filing, photocopying, faxing, shredding, scheduling, and maintaining phones, faxes, calendars and email

#### General Office Duties (30%)

- Price special orders and track down any special products for customers and / or ongoing projects
- Create and maintain company policy handbook, combining existing policies
- Manage office supplies / consumables
- Record and reconcile inventories
- Manage and maintain all marketing and advertising, including Facebook page and company website
- Maintain maintenance and safety records
- Maintain office desk, working environment, and time sheets in a neat, clean, and organized manner, including oversee maintenance of operation's computer systems
- Spearhead continuous improvement initiatives in areas such as quality, efficiency, and safety
- Open and close the office according to office policies and procedures

## **Ideal Candidate**

- Diploma in Office Administration from an accredited post-secondary institution a strong asset
- 4 to 5 years of office management training and / or experience
- 4 to 5 years of bookkeeping training and / or experience
- Valid driver's license and own transportation (as office not a bus route and work involves travel between office and production sites)
- Working knowledge of firewood a strong asset
- Strong effective and professional communication skills
- Able to keep many projects on the go at the same time, i.e. able to multitask
- Able to handle interruptions pleasantly and tactfully
- Exceptional organizational skills, as well as able to manage time and prioritize tasks
- Able to type at a proficiency of 50 wpm or more with fewer than 3 mistakes
- Know and able to successfully perform high level tasks on standard office software, including Sage Simply Accounting Premium 2011, Corel Office 19, Google Sheets, Google Chrome, Google Maps, Avast Antivirus, Adobe Reader, Microsoft Publisher, Topcon TopSURV PC, and Windows 10, as well as email software
- Knows accounting / bookkeeping principles, basic conflict resolution principles and techniques, and file management policies and procedures
- Patient, yet tenacious
- Possesses a desire for continual learning / improvement
- Entrepreneurial dedication and drive / ability to work on own
- Passion for accuracy, attention to detail, and doing things right, including spelling
- Reliable, honest, and trustworthy, including able to keep things confidential
- Able to spend majority of day seated in a home-based office setting, as well as able to travel between office (accessed by gravel driveway behind house) and production sites
- Able to design additional pages and content for Facebook page and company website
- Able to manually (or with assistance) lift packages weighing upwards of 15 kg / 30 lb.

## **OTHER**

- Pay range is \$12.00 to \$19.00 per hour (based on qualifications, including the quality and speed job duties can be performed)
- No medical or pension plan at this time
- Hours of operation are Monday to Friday 8:00 a.m. to 5:00 p.m.; one lunch break
- Scent free, smoke free office (as office is home-based)

## **HOW TO APPLY**

- Please provide cover letter, resume, and references to: - **HI-Q Developments Limited**
  - Mail: 20 Maplewood Court, Beaver Bank, NS, B4G 1B6
  - E-Mail: [HIQ@eastlink.ca](mailto:HIQ@eastlink.ca)
  - Fax: 902.865.7000
  - Phone: 902.252.3137