



Administrative Assistant

Pay: \$20–\$24 per hour, based on experience

Reports To: General Manager

We are seeking a detail-oriented and customer-focused Administrative Assistant to support customer service, Accounts Receivable activities, and general office operations. This position serves as a key point of contact for customers and is responsible for handling customer inquiries, processing payments, maintaining accurate account information and providing administrative support to the office. The ideal candidate is organized, accurate, professional and comfortable managing multiple priorities in a fast-paced environment.

Responsibilities

Customer Service & Office Support

- Serve as the primary contact for inbound calls, scheduling, and service inquiries
- Resolve billing questions, payment issues, and customer concerns
- Process customer payments and provide accurate account information
- Support general office operations, including supplies and equipment needs and other administrative tasks

Accounts Receivable (AR)

- Create and send customer invoices based on work orders
- Apply and record payments in Ignite
- Monitor customer accounts and assist with following up on overdue accounts
- Handle billing disputes, credits, and refund requests (subject to approval)
- Identify and communicate payment or account discrepancies for review and resolution

Additional Duties

- Support fuel assistance program transactions and reporting
- Assist dispatch team with fuel tickets and customer communications as needed
- Support audits and other administrative/financial tasks as assigned
- Maintain confidentiality of customer and company financial information
- Follow established company procedures and approval requirements for financial and account adjustments

Qualifications

- 2+ years of experience in office administration or customer service
- Experience with payment processing and invoicing
- Proficiency in QuickBooks or similar accounting software
- Strong Excel and data entry skills
- Excellent communication and customer service skills
- High attention to detail and accuracy
- Ability to manage multiple priorities in a fast-paced environment
- Ability to work independently while following established procedures and seeking assistance when appropriate in a fast-paced environment
- Good organizational and time-management skills

Physical Requirements

- Light work: occasional lifting up to 40 lbs., frequent lifting up to 10 lbs.
- Ability to sit and work at a computer for extended periods