

Production Administrator (PA)

C&C Complete Services prides itself on being a superior provider of Disaster Restoration Services. We specialize in revitalizing and restoring residential and commercial properties affected by water, fire, and other disasters. While many may possess the necessary sales skills, only those aligned with our core values will be considered. The following are values we are unwilling to compromise on: Honesty, Respect, Growth Mentality, and Achieving.

Overview

The Production Administrator (PA) is responsible for supporting and supervising Production Coordinators to ensure that they are adhering to C&C's job management processes and that all jobs are performed to C&C standards to guarantee customer satisfaction. The PA works with the company management team to create, refine and implement production procedures and policies for effective and efficient job management and flow.

Responsibilities

- Monitor performance, productivity, and provide continued training for Production Coordinators
- Reviews Job Management Report daily for outliers/concerns
- Reviews the A/R report and A/R activities weekly to verify that employees are following up regularly
- Reviews telework logs twice weekly for productivity verification/acknowledges lags in work
- Reviews invoices daily for accuracy and posts daily
- Reviews the completed job report weekly for completion audit
- Reviews the new assignment report daily and assigns accordingly
- Creates all new jobs as they come in and works with ES Division Head for assignment
- Duplicates all water jobs that need repairs and works with CS Division Head for assignment
- Ensures naming convention is correct on each job (Verified by New Assignment Report)
- Be a functional expert in PSA through constantly updating knowledge on the PSA software as they become available and relaying updated knowledge to PCs
- Conducts weekly one-on-one meetings with the PCs regarding any policy changes
- Meets with Director of Administration weekly to identify job flow changes
- Attends PSA webinars quarterly on updating knowledge of best practice of PSA
- Create, refine, and implement job management processes in order to achieve consistent operations amongst the team and timely job flow.
- Reviews estimated revenues compared to cost
- Reviews highlighted dates for accuracy and updates accordingly
- Address any concerns from unhappy/upset customers in a timely and cost effective manner to ensure they are followed through
- Makes sure all time and material jobs have an estimated revenue
- Ensures all scoped jobs have a rating and estimated revenue entered
- Ensures profit % and updated revenue % is entered corrected

Requirements

- Experience managing others
- Excellent organizational and time management skills, with the ability to prioritize tasks and meet deadlines.
- Strong written and verbal communication skills, with exceptional attention to detail.
- Provide exemplary customer service to clients and vendors.

- Proficient in using productivity tools such as Microsoft Office Suite
- Ability to handle sensitive and confidential information with discretion and maintain a high level of professionalism.
- Strong interpersonal skills, with the ability to anticipate needs and take initiative to address them.

Benefits

- Medical Insurance
- Dental Insurance
- Vision Insurance
- Paid Time Off
- 401(k) Matching

C&C Complete Services provides equal employment opportunities to all employees and applicants for employment and prohibits discrimination and harassment of any type without regard to race, color, religion, age, sex, national origin, disability status, genetics, protected veteran status, sexual orientation, gender identity or expression, or any other characteristic protected by federal, state, or local laws.

This policy applies to all terms and conditions of employment, including recruiting, hiring, placement, promotion, termination, layoff, recall, transfer, leaves of absence, compensation, and training.