



**Title:** Operations Coordinator (Full-Time)

**Company:** Assurance Contractors, Inc.

**Location:** Denver Metro Area

Pay: \$45K - \$50K

Benefits: Healthcare, 401K and other full employment benefits

Office Location: This position can work out of the Denver or Fort Collins Office

\*\*Must be able to work remote 75% of the time through Spring/Summer of 2021\*\*

***OVERVIEW OF THE POSITION:***

We are looking for an Operations Coordinator to join our team. We are a full service, experienced, local roofing and construction contractor that has proven success with our A+ BBB rating and high customer review accolades. Assurance also was voted the “Best Roofing Contractor in 2019 and 2020” for NOCO Style. Assurance Contractors specializes in residential roofing and gutters along with commercial roofing and canopy replacements.

This position requires that you be detail-oriented, analytical, organized, process-oriented, strong technical skills and be really comfortable speaking with customers on the phone on a day-to-day basis. You must be efficient at multitasking and exhibit strong communication skills.

We are looking to fill this position immediately, but would consider candidates graduating in 2021 with remote, part-time training occurring in April and full time start in May after graduation.

***RESPONSIBILITIES:***

- Correspondence with customers via email and phone for general inquiries, inspections, repairs, and current questions regarding billing/roofing process.
- Issuing warranties to customers once the account has been paid in full.
- Confirming material order deliveries, pulling permits and communicating the production schedule on a daily basis.
- Assist in obtaining estimates/quotes and other administrative duties as assigned.
- Managing and keeping track of the details on repairs that need to be scheduled.
- Becoming knowledgeable about code pertaining to different municipalities, calling inspectors and officials to confirm code compliance.
- Supportive role with building orders for projects and working with subcontractors for scheduling.
- Sending Installation guides to customers when their project has been scheduled.

- Updating work orders and will-calls as needed and documenting job details and profitability with every change that is made.
- Following up with deliveries and subcontractors to ensure appropriate timings and fulfillment of deliveries.
- Scheduling mid-roof and final inspections. Work with the field team that everything is in place to pass the mid and/or final roof inspection.
- Track company licensing to ensure that all required licenses are up to date and accurate.

***REQUIREMENTS:***

- 4-year college degree or some college education required (STEM degree preferred)
  - OR 2-4 years of relevant work experience will be considered
- Strong mathematical aptitude is a MUST with a above average GPA (Candidates that have a minor or major in Statistics, Engineering, Finance, may be a good fit with the math problem solving required)
- Experience working in roofing, and/or construction is a plus
- Previous experience in a customer service oriented role is highly desirable
- Highly self-motivated with strong organizational and written/verbal communication skills.
- Bilingual in Spanish is a plus, but not required.
- Ability to pass a drug screening and background check.
- Technically savvy to learn Google Drive applications and other cloud-based software.
- Ability to stay focused and organized in a dynamic, busy environment; willing and able to problem solve, prioritize and multitask on a regular basis.

***BENEFITS:***

- W2, full-time position: \$45K - 50K base salary based on experience
- 401K plan/profit-sharing and medical insurance
- Extensive training and mentorship with the ability for career growth in an expanding business
- Great company culture with an annual company trip for high performers and meeting company goals!

*Please apply by sending your resume to: [marisol@assurancecontractors.com](mailto:marisol@assurancecontractors.com)*