Job Description – US Office Manager

JOB TITLE:	US Office Manager	**DATE:**	July 2018
DEPARTMENT:	US Ops	**PREPARED:**	QHSE Manager
LOCATION:	Houston	**APPROVED:**	Andrew Robins
REPORTING TO:	US Sales and Ops Manager		

1. ROLE STATEMENT

Responsible for carrying out all day-to-day operational tasks including bookkeeping and service coordination duties in line with customer requirements whilst adhering to Enerquip's QHSE standards, responsibilities, policies and procedures.

2. MAIN RESPONSIBLITIES

- Maintain the purchase ledger: Reconcile to purchase orders, job coding, invoice entry, checking statements, processing payments and issue remittances to vendors.
- Maintain the sales ledger: Raise invoices, issue invoices, issues statements, receive payments and manage credit control.
- Process timesheets and expenses
- Maintain all inventory records including delivery notes, stock movement and job parts.
- Visually inspect and control goods in and out.
- Carry out the service process in response to customer orders and enquiries to ensure timely and cost effective delivery of product.
- Coordinate travelling engineers work scopes with customers to meet their requirements.
- Ensure cost effective flight and accommodation to make sure customer is getting good options.
- Ensure regular check on visa restrictions/ health precautions and vaccinations for destination.
- Job costing for each service trip, ensuring all relevant paperwork matches so as to eliminate delays at invoicing.
- Prepare service quotations in response to queries by external customers.
- Act as focal point for customers.
- Creating calibration certification from site work and issuing to customer in a timely manner.
- Efficiently communicate progress of orders with customers and management alike.
- Carry out other duties as directed by management.

3. KNOWLEDGE, SKILLS, EXPERIENCE & REQUIREMENTS

- Excellent administration skills with a high standard of accuracy, consistency and confidentiality.
- Excellent communication skills, verbal and written.
- Experience of bookkeeping with Intuit Quickbooks software or similar software.
- Good working knowledge of sales tax.
- Good organisational skills demonstrating an ability to use initiative, prioritise workload and work well under pressure to ensure deadlines and the needs of the business are met.
- Good numerical skills.
- Strong customer focus.
- Ability to work as part of a team.
- Computer literate with sound knowledge of MS Excel, Word, and Outlook programs.

Signed By: _____ Printed Name: _____Date:_____