



### **Job Description – Contract Administrator**

<b>Division:</b>	Commercial	<b>Number of Employees Supervised:</b>	0
<b>Location:</b>	Greystone	<b>Salary Range:</b>	8
<b>Reports to:</b>	Commercial Division Manager	<b>E-Classification:</b>	E5E

### **Purpose and Description**

Position oversees the progress, purchasing, budgets, recording, reporting and billing of each project. The position assists with materials purchasing and supporting purchase orders and/or paperwork and maintains project and customer files. Produces customer billings, job records and division reports for job costing, marketing reports, sales records, and other information as needed for the division.

### **Responsibilities/Duties**

1. Prepare all contract documentation proposed by the Company. Reviews and approves or recommends denial or satisfactory alternatives for any subsequent changes proposed by customer.
2. Manage change order process and follow up with relevant parties. Prepares change orders and proposed change order documentation acceptance and legal signatory execution, maintain change order log, timely billing and collection. Eliminate any possible dispute over any change order administration.
3. Continuously compares contract documents to the dollar amounts entered in the accounting system and resolves any deviation.
4. Organize and prepare billing documentation. Ensures all contract activity is billed and that no work goes unbilled. Coordinate billing interface with FACTS system.
5. Drive the timely collection and accurate completion of all departmental documents required of staff within the department.
6. Ensure that job dollar values are neither over or under valued or reported.
7. Assists in preparing and maintaining any documentation needed for collection purposes. Makes routine collection calls.
8. Maintain keen awareness and provides candid feedback on customer relationship and the customer's perceptions of the product and service being provided, to maximize customer retention.
9. Secure and manage suppliers in conjunction with production staff for all products and services the project will require. Negotiate with suppliers to the lowest possible price without creating adversarial relationships that could affect quality or on-time delivery.
10. Coordinates with production and field personnel to ensure all material and supplies reach the job site as scheduled and required..
11. Respond to RFIs and RFPs in a timely fashion
12. Submit Schedules of Values
13. Manage Work on Hand Schedule

14. Coordinate with nursery to get plant material ordered
15. Assist in the completion of landscape estimates and contracts. Verify accuracy and prices and all content.
16. Manage new job setup (create workbook and notify accounting)
17. Maintain complete customer and other departmental files; collect and catalogue designs and billing information. File site plans and contract information
  
18. Assist Commercial Division Manager in administrative duties and acts as administrative liaison between customer and the Company.
19. Field customer calls to gather requirements and preferences for projects and forward to appropriate party. Receive and respond to customer complaints exercising discretion and judgment to resolve customer or departmental issues, and/or work with management to achieve resolution.
20. Accumulate data for use in marketing and accounting procedures. Maintain complete and accurate mailing list of customer information.
21. Prepare reports based on job cost data.
22. Works with operations and field personnel to create a seamless flow of information to and from the
23. Complete paperwork and update worksheets and reports related to division activity in a timely manner. files and the field.
24. Maintain complete customer and other departmental files; collect and catalogue designs and billing information.
25. Orient new employees to department.
26. Stay aware of Best Practices. Develop and recommend improved work methods and standards.

### **Key Performance Metrics**

1. Contract language and risk mitigation
2. Job close-out accuracy
3. Retention collection
4. Change order tracking
5. Accurate reporting of percent completion and billing protocols
6. Meet established target dates for all ongoing responsibilities and assigned tasks.
7. Accuracy in all communication and records.
8. Accuracy of data, reports and other work product.

### **Success Behaviors**

1. Tenacity
2. Thoroughness and attention to detail
3. Excellent organizational skills
4. Excellent communication skills, verbal and written
5. Thorough understanding and working knowledge of contractual legal language
6. Results and action oriented
7. Sales and growth oriented
8. Profit driven – seeks ways to cut costs and improve efficiency
9. Effective problem solving skills

10. Performs and demands excellent quality in work
11. Service and teamwork oriented
12. Customer centered and focused
13. Focus on learning and self development
14. Technically competent and skilled

**Minimum Qualifications & Educational Requirements**

1. Bachelor's degree preferred
2. A minimum of 3 years relevant experience.
3. Keyboard and data entry skills.
4. Strong knowledge of basic business accounting procedures.
5. Strong knowledge of computer applications (Microsoft Office Suite, desired).

**Extraordinary Work Conditions**

1. Must maintain regular and reliable attendance at a level acceptable to the company, including the ability to work overtime, holidays, evenings or weekends as necessary.
2. Position requires extended work hours and flexibility in scheduling; including evening or weekend hours as needed.

**Equipment/Machinery Used:**

1. Computers and peripherals
2. Multi-line telephone system
3. All office equipment, copy machine, fax machine etc.