



## **Operations Administrator**

Full-Time Position

Location: Omni Technology Services, Pawtucket, RI

### **About Omni Technology Services:**

Established in 1989, Omni Technology Services has been at the forefront of delivering integrated security and technological solutions across New England. We cater to a diverse clientele, spanning residential sectors to specialized industries including healthcare, biotechnology, cannabis, and more.

### **Key Responsibilities:**

- Assist in the work order process including creating, scheduling, updating, and closing work orders
- Field incoming client calls for basic service, scheduling, and billing questions.
- Check in material and verify against purchase order.
- Organize and prep equipment for projects and installations.
- Proactively follow up with clients after completion of service to ensure a high level of satisfaction with the quality of work
- Assist with the permit process for installations, including application submission, tracking, and inspection scheduling.
- Set up and maintain client accounts in service program and Central Alarm Monitoring Station
- Perform user code changes and other remote client support
- Perform other duties and responsibilities as requested or required.

### **Requirements:**

- Proficient communication skills, ensuring clear and effective interactions with both team members and clients.
- Familiarity with Microsoft Office Suite.
- Prior experience in a professional office environment.
- Dependable transportation.

**Preferred Qualifications:**

- Excellent organizational and interpersonal skills
- Familiarity or experience with electronic security systems and technology
- Proficient in Microsoft Office and related business software systems
- Proficient English verbal and written communication skills
- Ability to lift up to 35 lbs. and work portions of the day on your feet

**Benefits:**

- Comprehensive health and dental insurance.
- 401(K) plan with competitive company matching.
- Generous paid time off, in addition to paid holidays.
- Initial two weeks' vacation period.
- Support for educational advancement through tuition assistance.
- Compensation reflective of skills and experience.

**Reporting Structure:**

- The Business Development Representative will report directly to the Director of Business Development.