



Royal Restrooms of California

## Receptionist/Administrative Assistant Job Expectations

Royal Restrooms of California, a private, Restroom and Shower Trailer Rental Company headquartered in Livermore, California, Administrative Assistant. This is a highly visible position within the organization and the selected candidate will report directly to the company President/Owner.

### Expectations:

Provide clients with outstanding, friendly, professional service in a prompt manner. Primarily responsible for maintaining daily operations of an efficient fast paced office while providing support to operations, sales and management as needed.

**Report to:** Company President and Office Manager

**Work Hours:** 5 days per week and 4-9 hours per shift / Weekdays with option for weekend and evenings

### Work Environment:

- Some hands-on / Phone and email
- Regional office in Livermore, CA

**Experience:** Minimum 3 months customer service experience and/or previous sales experience.

### Technical Skills/ Training/Certification:

- Proven customer service skills.
- Excellent phone skills.
- Ability to read company materials.
- Ability to write.
- Have a good knowledge of Computers, Microsoft Office/Outlook, Excel.
- Some flexibility in work schedule - Typical schedule 9:00am-5:30pm Mon-Fri.

### Physical Requirements:

- 18+, valid driver's license.
- Good driving record.

## **Responsibilities:**

### General Operations

- Assist in daily operation of office, i.e., restocking office supplies, minor housekeeping and organization, greeting visitors at office, mail runs, etc.
- Directly manage incoming calls.
- Maintain the Customer Database as outlined by the company President/Owner.
- Support planning and development of marketing and communications materials.
- Assist in preparation and delivery of marketing materials. (note – using approved marketing as a resource)
- Promote positive relations with partners, vendors, and distributors.
- Communicate as needed, weekly with the company President/Owner regarding updates, obstacles, and progress.
- Have detailed knowledge of all trailer features, functions and specs - will train upon hire.
- Adhere to company policies and specifications.
- Perform other duties as assigned by management.

### Customer Service

- Knowledge of contracts and negotiation and vendor relationships - will train upon hire.
- Professional written and verbal communication and interpersonal skills.
- The ability to manage several projects at one time.
- Knowledge of working with contract/agreement based relationships.
- Infectious energy and drive, assertiveness and integrity.
- Working knowledge of CRM software and how best use the resource, willingness to train on in house software.
- Make sure details of all deliveries, service and pickups are expedited properly.
- Communicate to clients about details of trailer set ups, walk-through and service calls.
- Exceed client expectations throughout rental process.
- Maintain constant and effective communications with clients, as well as, support staff.

### Accountability

- Cell Phone as needed:
- Laptop:

Royal Restrooms of California's Representatives will perform in accordance with the organization's policies and applicable laws.

Please fax resume to 877-922-9980 or email to [Jobs@RoyalRestroomsCA.com](mailto:Jobs@RoyalRestroomsCA.com).