

**JOB POSTING DETAILS**

<b>Employer</b>	882287 Ontario Ltd. (Algoma Business Computers)	<b>Job Type</b>	RI
<b>Job Title</b>	Office Manager/HR Manager	<b>Duration</b>	Full Time
<b>Job ID</b>	11790	<b>Location</b>	Sault Ste. Marie
<b>Date Posted</b>	November 19, 2021	<b>Closing Date</b>	December 3, 2021

**Job Overview - Description & Duties**

Algoma Business Computer is expanding and is looking to hire an office/ hr manager to be responsible for the general operation of our office.

Duties will involve:

- Greeting visitors, answering a high-volume of incoming phone calls and delivering world-class service to our customers.
- Logging service calls for walk in clients
- Logging and scheduling service calls for onsite visits to business clients.
- Answering incoming phone calls and directing to the proper person
- Supervising, mentoring, training, coaching staff and delegating assignments to ensure maximum productivity.
- Working with sales to schedule upcoming installs once the product has arrived
- Looking over sales orders to make sure all back orders are on order
- Following up with vendors to see etas of when product is due to arrive
- Following up with technicians on daily basis to see what calls did not get completed and require another site visit.
- Developing clear policies and ensuring policy awareness
- Conducting performance and wage reviews
- Resolving conflicts through positive and professional mediation
- Handling workplace investigations, disciplinary and termination procedures.
- Maintaining employee and workplace privacy.
- Competency in Microsoft applications including Word, Excel, and Outlook.

**Required Skills**

To be a successful hire, you will need to have prior experience in office administration, ability to build and maintain positive relationships with colleagues. Experience in conflict resolution, disciplinary processes, and workplace investigations. Experience in following and maintaining workplace privacy.

**Other Requirements**

NA

**How to Apply**

Apply to: Mitzi Chambers mitzi@abcsm.com