

Job Description

Job title	<i>Commercial Quality Assurance Representative</i>
Reports to	<i>Director of Commercial Quality Assurance</i>

Job Purpose

Paul Davis recognizes the strategic impact and long-term benefit of a comprehensive and focused business development team. This position ensures existing clients are developed, supported, and all projects are handled with the highest level of customer service.

Duties and Responsibilities

The *Commercial Quality Assurance Representative* will:

- Support sales representatives in the onboarding of new clients:
 - Commercial collateral to new facilities
 - Update client data into multiple Paul Davis CRM systems
 - Gathering locational data
 - Assisting with RFP submissions
- Maintaining updated client information in Paul Davis CRMs for communications and site survey scheduling
- Collaborate with the Sales and Marketing Departments to assist/facilitate weather alerts, monthly newsletters, and client-focused communications
- Day-to-day management and administration of client projects including
 - Setting up and overseeing new projects
 - Constant communication between local Paul Davis offices and the client
 - Review project documentation and submit final invoicing

Qualifications

This position requires:

- An ability to conduct oneself professionally in written and verbal communications with local Paul Davis offices as well as client representatives
- An ability to utilize common sales, marketing, and business software
- A positive approach to navigating challenges

Ideally the candidate will also possess:

- Experience in insurance, mitigation, construction, and/or restoration fields
- An understanding of Xactimate, NextGear RMS, or Time & Materials Pricing software

Working conditions

This position requires working remote and travel is not required.
