



## NOVA SUPPORT SPECIALIST

Work Location: **Remote, Jarvis** | Reports to: **COO** | Full or Part Time: **Full Time 1yr Contract**

### SCOPE:

The Nova Support Specialist plays a significant role in supporting the company and is a resource for the entire Team. This role will be an active member of the Brand Team, supporting their administrative needs and while being fluid enough to offer support of all Teams. The role will require flexibility in managing various tasks to benefit the company in an administrative capacity. This position requires well-rounded experience in office administration and communication.

### EDUCATION & EXPERIENCE:

- High school plus one year of specialized courses/training. (e.g. System Analyst, Dental Assistant).
- Over 1 year and up to and including 3 years on-the-job experience and/or performing similar duties is required.

### WHAT WILL YOU BE UP TO?

- Offering front line customer service by answering phones and directing calls appropriately.
- Responsible for communication received via public inbox and fax.

- Compile and disseminate various communications such as Broker Email Blasts, Webinar-related communications, and Surveys.
- Performing general clerical functions for the for the company.
- Act as a liaison for all facility issues and beautification needs, up to and including the scheduling of contractors.
- Inputting/extracting data for reporting purposes.
- Processing daily underwriting statistics.
- All other opportunities as discovered.

### CORE CAPABILITIES:

- Exceptional Customer Service Skills.
- Problem Solving & Decision-Making Skills.
- Personal Drive & Integrity.
- Act as a Brand Champion internally and in our communities.
- You love a challenge and the satisfaction that comes from achieving goals through working with a high-performing team.

**APPLY TODAY**