

# United States Jobs Expertini®

## Flex Branch Operations Assistant

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Company: IAA

Location: United States

Category: office-and-administrative-support

IAA Holdings, LLC (IAA), is seeking a Flex Branch Operations Assistant to join our team supporting our West Region!

The Flex Branch Operations Assistant addresses all customer and branch inquiries under the direction of the Flex Branch Supervisor and assigned Branch Manager including all clerical duties needed in the office, performing various yard functions, including Loader Operation, to ensure that all key information is recorded on incoming vehicles and assist with upkeep and maintenance of these vehicles throughout the sale process.

### **Key Accountabilities:**

Provide a variety of customer support services through the mail, telephone, and direct personal contact

Process orders and assignments, enter data into the computer system

Reference pricing and delivery information

Respond to customer questions, complaints, and requests

Perform word processing assignments, filing, and related clerical duties

Process all necessary paperwork in preparation for auction day, securing necessary approvals

Follow well-established procedures and under the close direction of the supervisor

Open to learning automobile titling

Help with other office functions as needed

Vehicle check-in by recording and filing information on vehicles being assigned to the facility

Detail (thoroughly clean) vehicles to improve their appearance for purposes of enhancing their value at auction

Operate passenger vehicles in a safe manner, to move the vehicles around the facility and store them in the appropriate location at the branch

Assist visitors by providing appropriate guidance and/or directing them to the appropriate person for additional assistance

Experienced loader operation

Immediately report all violations of company policy to a supervisor or manager

Is a subject matter expert for Yard Attendants, Loader Operators, and Customer Service Representatives

**Additional Information:**

Able to communicate and interact effectively with customers & towers

Basic computer skills

Time management skills

Ability to work independently

Clear communication skills

Professional and clean appearance

Ability to function well as part of a team

Must be willing to learn how to operate a forklift

General mechanical knowledge of the makes and models of vehicles required

Experience in the equipment rental or construction industry and/or related field preferred

Basic automotive repair skills preferred

Previous forklift operating experience

Must be able to lift and carry up to 75 lbs. and perform activities that involve stooping, bending, standing, and walking for reasonable periods

**Education and other requirements:**

High School Diploma or equivalent

0-2 Years of related experience

Loader Operator Certificate

Driver's license required

75% travel requirement

18+ age requirement

**Washington , Connecticut, Oregon, California and Nevada Residents Only:**The salary range for residents listed above is **\$20.00 to \$23.00** Pay is based on several factors including but not limited to education, work experience, and certifications.

In return for your excellent skills and abilities, we offer a benefits package including health insurance, 401K, STD/LTD, Life Insurance/AD&D, paid holidays, and vacations.

**About IAA Holdings, LLC:**

**IAA Holdings, LLC (IAA)**, a Ritchie Bros. Auctioneers company (NYSE: RBA) and (TSX: RBA), is a trusted global marketplace for insights, services, and transaction solutions for commercial assets and vehicles. Leveraging leading-edge technology and focusing on

innovation, IAA's unique platform facilitates the marketing and sale of total-loss, damaged and low-value vehicles. IAA serves a global buyer base – located throughout over 170 countries – and a full spectrum of sellers, including insurers, dealerships, fleet lease and rental car companies, and charitable organizations. Buyers have access to multiple digital bidding and buying channels, innovative vehicle merchandising, and efficient evaluation services, enhancing the overall purchasing experience. IAA offers sellers a comprehensive suite of services aimed at maximizing vehicle value, reducing administrative costs, shortening selling cycle time and delivering the highest economic returns. Ritchie Bros. globally has over 7,000 employees and is headquartered near Chicago in Westchester, Illinois.

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