

CONSTRUCTION SOFTWARE TECHNOLOGIES

JOB DESCRIPTION

JOB SPECIFICS

Position Title:	Bid Content Caller	Location: Blue Ash
Reports To:	Market Lead	Exemption Status: Non- Exempt
Department/Division:	Market Reporting	Travel: None
Department Manager Approval		Date Modified: 9/8/08
Human Resources Approval		Date Approved:

Position Purpose:

Bid Content callers are responsible for confirming bid information for upcoming construction projects in the bidding phase within assigned market. This position is responsible for retrieving addenda, bid lists, bid tabulations or awards issued by project source. This position is critical for confirming bid information, customer notification of project changes, and compiling bid results for customers.

Essential Duties & Responsibilities:

1. Build productive relationships with industry sources through scheduled and sustained contact
2. Conducts scheduled telephone calls to assigned sources to update and improve bid content, including:
 - a. Confirm project bid date and time
 - b. Confirm Pre-bid meetings
 - c. Confirm number of issued addenda
 - d. Obtain bidder lists
 - e. Obtain post-bid data
3. Provides bidder lists, bid tabulations and bid awards to bid clerks for data entry, and verifies that addenda, bid lists, bid tabulations and bid awards sent to bid clerks are online and entered correctly in a timely fashion
4. Responds to all email, voice mail, and customer inquiries in a timely manner
5. Maintains strong working relationships with iSqFt content team members
6. Masters proprietary software and inputs data obtained from sources into the iSqFt system and insures accuracy and timeliness of all content
7. Assists market team in the performance of routine office management tasks, including updating database information, updating spreadsheets, training and vacation fill-in efforts
8. Participates in scheduled conference calls, market team meetings and special projects
9. Completes daily, weekly and monthly reports as assigned

Additional Functions:

1. Assumes responsibility for establishing and maintaining professional working relations with visitors, callers and business professionals.
2. Assumes responsibility for establishing and maintaining effective communication, coordination and working relations with company personnel and management.
3. Attends and participates in meetings and planning and implementation for future growth.
4. Performs miscellaneous clerical functions and special projects as assigned.

Essential Knowledge, Skills & Abilities:

1. Excellent communication skills both written and verbal
2. Proficient in using internet and web based research
3. Typing proficiency minimum of 30+ wpm
4. Ability to use Microsoft Word, Excel and Outlook
5. Ability to use Windows (creating folders, new files, and accessing information using a shared drive)
6. Knowledge of Internet Explorer (including the ability to save favorites, searches, etc.)
7. Must enjoy heavy phone work with the ability to make 40 to 50 calls a day
8. Ability to work independently as well as with a team, ability to multi-task, and manage time, and prioritize tasks
9. Highly energetic with a desire to surpass goals set
10. Ability to work well under pressure
11. Strong attention to detail
12. Construction knowledge or experience preferred but not required

Training and Educational Requirements:

1. High School Diploma or GED
2. Construction background preferred
3. Experience in customer service or call center preferred but not required

Physical Demands & Work Environment:

Works long periods at desk. Heavy data entry and phone use.

Reporting to this position:

None

TO APPLY FOR THIS POSITION PLEASE USE THE FOLLOWING LINK:

<https://home.eease.com/recruit/?id=20373>