



Ascent Corporation designs, installs and maintains information technology, mechanical, electrical, fire-life-and-safety and other systems critical to our clients' daily operations. We are headquartered in St. Louis, Missouri. Since our formation in 1998, we have managed more than \$950 million in large-scale projects and have been involved in the round-the-clock operation of more than three million square feet of mission critical facilities in North America and Great Britain. Our business is growing fast and we are currently seeking a talented Ascent Operations Center Representative.

TITLE: Ascent Operations Center Representative

RESPONSIBILITIES:

- Become proficient in the use of software packages the Ascent Operations Center (AOC) utilizes on a day-to-day basis (Maximo, TrackIt, BTECH Battery Monitoring software, Document Management, etc.)
- Provide the highest level of customer service via phone, email, and fax.
- Document transactions and interactions with customers and vendors in TrackIt.
- Attend group meetings to discuss AOC processes and procedures.
- Involved in Work Order Management, Purchase Order Routing, Invoice processing and Submittal/Accrual creation through Maximo.
- Follow escalation procedures for monitoring systems.
- Run/distribute reports per schedule.

QUALIFICATIONS:

- High school diploma or equivalent certification.
- 1 -2 years experience in a call center environment.
- Excellent customer service, verbal and written skills, and prioritization skills.
- Proficient with MS Office Package.

This position reports to the Nathan Kimpel.

All qualified candidates should submit their resume to humanresources@ascentcorp.com with "AOC REP" in the subject line.

Ascent, LLC is an Equal Opportunity Employer