

## **Administrative Specialist**

**WPCI has a passion for ensuring your workplace is a safe environment.**

WPCI is a Third-Party Administrator (TPA) of workplace safety programs for clients nationwide. The Administrative Specialist conducts themselves with integrity, professionalism, and exercises a high level of confidentiality. He/She provides exceptional customer service coordinating drug and alcohol testing for random pool selections for clients. The Specialist will also be a Department of Transportation (DOT) certified collector supporting local operations, including an on-call rotation. This role will cross-train to support other positions and is an integral part of WPCI. The Administrative Specialist is an hourly position that reports to the Sales Manager.

### **Requirements:**

- Excellent customer service and interpersonal skills
- Effective communication skills
- Strong time management skills including prioritizing, organizing, and problem solving
- Strong attention to detail
- Proficient in data entry
- Adaptive in a dynamic environment
- Ability to work both independently and as a team
- Fluency in Spanish is a plus
- Must live within 20 minutes of Scottsbluff

### **Responsibilities:**

- Manage the monthly, quarterly, and percentage basis random pool process
- Ensure timely and accurate notification to clients on their selections
- Manage changes to client personnel
- Serve as the authority on the respective regulations, policies, and procedures
- Manage all statistical reports and facilitate client audits
- Assist as a point of contact for clients fielding questions, updating account information, and other administrative tasks
- Generate drug and alcohol policies from templates and distribute to clients
- Order testing supplies and equipment for clients
- Serve as a Department of Transportation (DOT) collector in the local office, including an on-call rotation
- Cross-train to support Operations and Sales staff

### **Qualifications:**

- High school diploma, or equivalent
- Proficient with Microsoft Office Suite and various other office applications
- Two years of customer service experience

This is an opportunity with a Scottsbluff, Nebraska based company. We offer a competitive compensation and benefit package. We are an Equal Opportunity Employer and Drug-Free Workplace that values a diverse workforce. All qualified individuals will receive consideration for employment without regard to race, color, age, religion, gender, sexual orientation, national origin, disability, military/veteran status, or any other status protected by the federal or state law or by local ordinance.

These statements are intended to describe the general nature and levels of work performed by employees, but are not a complete list of responsibilities, duties, or required skills. Further, they do not establish a contract for employment and are subject to change. Please note that Nebraska is an at-will employment state. That means that either you or W.P.C.I. are free to end the employment relationship at any time, with or without notice or cause.