

JANE SMITH

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OFFICE MANAGER

Self-directed and results-oriented office management professional offering 10+ years of experience working in fast-paced automotive dealerships that demand strong organizational, technical, and interpersonal skills. Highly trustworthy, ethical, and discreet; committed to superior customer service. Professional and articulate with the ability to work well in a diplomatic manner by utilizing outstanding interpersonal skills. Energetic with strong communication skills while using good judgment and creativity along with the experience to clearly express thoughts verbally and in writing. Equipped with an excellent work ethic; possesses a strong sense of responsibility and leadership with a commendable track record of dependability, pooled with absolute integrity.

SCOPE OF CORE COMPETENCIES

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| <ul style="list-style-type: none">• Employee Training and Development• Inventory Management• Customer Service Skills | <ul style="list-style-type: none">• Administrative Support Specialist• Excellent Communication Skills• Professional Phone Etiquette |
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PROFESSIONAL EXPERIENCE

Office Manager | SPRINGFIELD FORD, Springfield, IL 2018 – 2020

- Processed car billing for 3 automotive dealerships along with titles for wholesale and auction purchases.
- Closely coordinated the day-to-day operations and the entire staff in the practice, which included the billing of invoices, collection of accounts payable, and management of all bookkeeping records.
- Developed and delivered training while supervising, monitoring, and evaluating performance of staff.
- Additional duties included: warranty submissions and cancellations, car billing, new and used car title clerk, A/R & A/P, regular reconciling of all schedules and general journal adjustments as needed.
- Managed IRS cash purchase reporting, all bank deposits, and bank reconciliations, rebates, and dealer cash, wholesale auction purchases and all inventory control. Staff supervision and training.

Office Administrator | SPRINGFIELD CHEVROLET, Springfield, IL 2013 – 2018

- Entered timesheet and invoice data to ensure correct job costing information into customer billing rates.
- Completed a wide range of customer service activities for the organization; answered escalated customers questions, and provided timely administrative support to ensure customer-focused business operations.
- Responsibilities included financials, such as: A/P, A/R, G/L, P&L, general accounting, payroll, and taxes.

Office Assistant | WASHINGTON CHEVROLET, Springfield, IL 2011 – 2013

- Demonstrated ability in coordinating and managing priorities and projects and any associated research.
- Handled warranty submissions and cancellations for dealers and able to meet deadlines ahead of schedule.
- Processed weekly and semi-monthly payroll to include employment tax reports and employee payments.

Admin Coordinator | SPRINGFIELD CHEVROLET, Springfield, IL 2008 – 2011

- Provided discreet and confidential secretarial/reception services for a busy dealership, such as: scheduling appointments and meetings, bookkeeping, and maintaining up-to-date files for company records.
- Managed all state, fire, and health building codes, and performed other duties as required for the position.

EDUCATION

SPRINGFIELD COMMUNITY COLLEGE

General Accounting 101 and IT, 2011

Introduction to Computers and Microsoft Office, 2010

SPRINGFIELD STATE COLLEGE

Prerequisites for Accounting, 2009