

Office Manager

TOP Cleaning & Restoration

Lyndonville, Vermont

Position Overview

TOP Cleaning & Restoration is seeking a highly organized and resourceful Office Manager to oversee the daily administrative and financial operations of our growing restoration business. This role is ideal for someone who enjoys variety in their day, can manage changing priorities, and takes pride in keeping operations running smoothly.

The Office Manager will support field operations, manage bookkeeping through QuickBooks Online, coordinate scheduling and communication, and ensure administrative processes stay organized and efficient.

This position requires someone who is proactive, adaptable, and comfortable wearing multiple hats in a fast-paced service environment.

Key Responsibilities

- Manage daily office operations and administrative workflows
- Maintain company financial records using QuickBooks Online (invoicing, payments, reconciliations, reporting)
- Process customer invoices and track accounts receivable
- Coordinate scheduling and communication between office staff, field technicians, and clients
- Maintain job files, documentation, and service records
- Support estimating, billing, and insurance documentation processes
- Answer phones, respond to client inquiries, and provide excellent customer service
- Order office and job supplies as needed
- Assist leadership with operational reporting and organization
- Help implement systems and improvements to increase efficiency

Qualifications

- Minimum 2 years of office management, bookkeeping, or administrative experience
- Experience with QuickBooks Online
- Strong organizational and time-management skills
- Ability to prioritize tasks and adapt to changing priorities
- Excellent communication and customer service skills
- Comfortable working in a small business environment where flexibility is important
- Proficiency with Microsoft Office or Google Workspace

Preferred Experience

- Experience in restoration, construction, cleaning, or service industries
- Familiarity with job costing, invoicing, or insurance billing
- Experience supporting field service teams

What We're Looking For

- Resourceful problem solver
- Self-starter who can work independently
- Detail-oriented and dependable
- Positive team player who takes ownership of their work

Compensation

Competitive hourly wage based on experience.