



Job Posting 26-024: Multi-Department Administrative Assistant – Wilmington, NC

BFPE International is seeking a full-time Multi-Department Administrative Assistant to join our BFPE Family at our Wilmington, NC location.

The **Multi-Department Administrative Assistant** serves as the central operational hub for our office. This role provides essential administrative, scheduling, and billing support across multiple life safety and service divisions. We require an adaptable, highly organized professional who can balance competing priorities, interface with field technicians and office colleagues, and maintain excellent customer relationships.

Responsibilities include:

Scheduling & Dispatching

- **Technician Routing:** Coordinate and optimize service appointments and inspection schedules for field technicians across multiple divisions.
- **Dynamic Dispatching:** Dispatch technicians to job sites efficiently, managing emergency service calls and fluid daily schedule shifts.

Customer Service & Sales Support

- **Central Contact:** Handle incoming multi-line phone calls, answering initial service, scheduling, and billing inquiries.
- **Deficiency Letters & Repair Quotes:** Assist with preparation and distribution

Operations & Billing

- **Work Order Lifecycle:** Track and process service work orders from creation to completion, ensuring all paperwork is accurate and compliant.
- **Monitoring Oversight:** Review fire alarm tracking reports and follow up with clients to maintain system compliance.
- **Invoicing Support:** Assist with billing processing for service calls, inspections, and repairs.

Office & File Collaboration

- **Document Management:** Maintain, organize, and archive compliance reports, customer contracts, and billing records.
- **Team Support:** Complete data entry, generate reports, handle mail, and manage office supplies.

Qualifications & Skills

- **Experience:** 2+ years of administrative support or dispatching experience, preferably within fire protection, construction, or mechanical trades.
- **Software Preferences:** Strong experience in **Microsoft Word and Excel** is preferred.
- **File Management:** Proficiency working within **Microsoft OneDrive and SharePoint, and Google Docs** environments is highly desirable for daily file sharing and tracking.
- **Adaptability:** Proven capability to multitask and support multiple departments in a fast-paced environment.
- **Communication:** Sharp verbal and written communication skills for interfacing with corporate clients, field crews, and managers.
- **Detail Focus:** Exceptional accuracy when handling compliance documentation, scheduling dates, and invoicing details.

BFPE International offers an excellent benefits package: competitive wages, 401(k) program with company match, medical/dental/vision insurance, life insurance, short term disability, long term disability, and paid time off for vacation, birthday, and holidays.

BFPE International is an Equal Opportunity Employer. It is the policy of BFPE International to recruit, hire, train, and promote persons in all job titles without regard to race, color, religion, sex, national origin, age, veteran status, or disability and to base decisions on employment so far as to further the principle of equal employment opportunity.

Please complete form on Work for Us link at www.BFPE.com and note Job Posting 26-024 in position applying for section of form. You may attach your resume using the link provided.

10.23.2026