



Job Description –Contract Administrator

Title

Contract Administrator

Reports To:

Manager, Shared Services

Description

The role of the Contract Administrator is to maintain a professional and open relationship with their colleagues and clients while representing End To End's core values – Quality, Integrity and Balance. The Contract Administrator has sole responsibility to maintain and manage contract terms, services and annuities as well as providing day to day sales support for the Shared Services organization. The incumbent will also provide backup duties for various positions within Shared Services.

Primary Responsibilities

- Assist Account Executives in the creation of client and prospect proposals
- Preparation of all Master Service Agreements, Schedule of Services, and EndWatch and Maintenance renewal Statement of Works
- Setup of all renewal opportunities in the Customer Relationship Management (CRM) system
- Maintains all Sales and Contract files
- Setup of contracts in Contract Management System
- Setup of automated contract billing and associated billing reconciliations and inquiries
- Responsible for contract change management
- Pro-actively ensure that the contract renewals are initiated in a timely manner
- Responsible for escalating near-term and overdue contracts
- Responsible all renewals pertaining to HOUSE accounts
- To assist in marketing initiatives, where required

Contract Administration Duties

The Contract Administrator will manage the existing contract base and ensure the timely and accurate renewal of contracts through the use of the following strategies:

- Scheduling of regular meetings with the Shared Service and other Account Teams to inform team members of upcoming maintenance/EndWatch contract renewals and to follow up on any outstanding items
- Conceive, develop and deliver techniques, practices and procedures for contract formation and administration in a manner that best protects company interests
- Preparation and mailing of contract renewal documents for the Shared services and Sales teams as requested
- Assist Finance in the month-end managed Services billing process
- Interaction with the professional services and accounting teams, as required to ensure the accuracy and validity of contract information
- Prioritization of tasks to ensure that critical items (i.e. renewals, billing updates) are completed prior to general administration (i.e. filing).



Shared Services, Sales & Marketing Support

The Contract Administrator is also required to perform certain sales support and marketing tasks which will assist with the corporate goals as follows:

- Responsible for all order document changes due to project delivery initiatives
- Customer quotation and order entry
- Backup for Shared Services Procurement and Facilities functions
- Provide Marketing assistance and support when required. This includes participation in such activities as the OVIIG Tournament, other corporate functions, Employee Newsletter updates, marketing mail-outs and campaigns, etc. The Marketing support function is considered secondary to the Contract Administration role and therefore marketing tasks are to be addressed after completion of primary tasks
- CIS (Continuous Improvement Survey) and Peer Review form completion, and other documentation, as deemed necessary for the fulfillment of the job function.
- Keep the individual Outlook calendar up to date at all times with meetings and appointments.
- Keep customer files stored on the server, not on the individual laptop.

Education/Experience Requirements

- University degree, college diploma or equivalent experience
- General knowledge of current Office technologies, including email, word and spreadsheet processing.
- Ability to deal tactfully with clients and colleagues.
- Demonstrated experience in achieving goals.
- Persuasive, positive and diplomatic.
- Ability to elicit cooperation from a wide variety of sources.

Skills and Abilities

- Strong written and oral communication skills.
- Strong analytical and problem solving skills
- Learn, understand and apply new strategies and technologies
- Customer Service oriented
- Work both independently and in a team-oriented, collaborative environment
- Communicate to and work with Clients and co-workers
- Effectively prioritize and execute tasks in a high-pressure environment and can adapt to shifting priorities in the daily workload.
- Understand customer requirements and exceed expectations
- Dexterity of hands and fingers to operate a computer keyboard, mouse, and other devices and objects
- Sedentary work (sitting for extended periods of time)
- Learn and understand the organization's goals and objectives.

Work Environment

- Overtime may be required.

Remuneration

- Contract Administrators are provided with salary and benefits, as governed by the CIS process.

To apply for this position, please [click here](#).