



Contract Support Administrator

Position Summary

The Contract Support Administrator is responsible for overseeing the preparation, submission, and tracking of all reports, submittals, and related documentation throughout the lifecycle of a project. This role ensures that all documentation meets the required standards, follows contractual guidelines, and is submitted within the specified timelines. The Contract Support Administrator will also be responsible for managing document controls related to insurance claims; ensuring documentation is organized, accessible and up-to-date. This role will be required to handle the investigation, evaluation and resolution of claims in alignment with GMX's procedures and guidelines.

Essential Duties

- Manages and coordinates the preparation, review, submission, and tracking of all reports, submittals, and other required project documentation.
- Generates Work Orders, verification of budget and Contract Capacity, keeps records of all Contract documentation.
- Ensures that all documentation is accurate, comprehensive, and in compliance with project requirements and industry standards.
- Provides guidance, training, and mentorship as necessary.
- Coordination with Project Managers, contractors, and consultants to ensure timely and accurate document submission and approvals.
- Oversees and maintains the documentation database, ensuring that all documents are appropriately stored, and easily retrievable.
- Provides regular updates to GMX senior management on the status of reports, submittals, and any potential issues or delays.
- Ensures that all reports and submittals adhere to contractual obligations, timelines, and specifications.
- Addresses and resolves any issues related to document submissions, rejections, or clarifications.
- Assists GMX's Roadway Operations and Maintenance Manager to prepare annual budget.
- Assists GMX's Roadway Operations and Maintenance Manager with invoice processing.
- Performs permit processing.
- Organize, store, and manage all documentation related to insurance claims, ensuring easy retrieval and compliance with regulatory standards.

- Review and evaluate new claims for accuracy, completeness, and validity.
- Conduct comprehensive investigations and coordination with the Project Managers for each claim, including gathering supporting documentation and consulting relevant records.
- Serve as primary point of contact for coordination with insurance companies and law enforcement agencies to ensure timely and fair settlement of claims.
- Maintain detailed and accurate records for all claims, ensuring that all actions taken are well-documented.
- Monitor claim status and generate reports through database.
- Keep up to date with insurance industry trends, regulations, and best practices.
- Monitor activities from start to finish and ensure the resolution of claim-related issues

Supervision Exercised

- No subordinate staff, but will monitor any work performed by contractors and will provide direction and guidance as needed

Required Knowledge, Skills & Abilities

- Comprehensive knowledge of the principles, practices and techniques of facility maintenance, building maintenance and roadway maintenance
- Thorough knowledge of methods and techniques used in the Building and roadway maintenance programs
- Thorough knowledge of Florida Department of Transportation Maintenance of Traffic plans
- Knowledge of occupational hazards and safety precautions related to roadway and facility maintenance work
- Knowledge of quality assurance/quality control programs
- Communicate clearly, concisely and effectively, both verbally and in writing.
- Proficiency in documentation management and claims software and other relevant tools
- Analyze project recommendations and develop work priorities and schedules
- Good analytical, negotiation and communication skills
- Ability to direct and coordinate field operations and inspections
- Establish and maintain effective working relationships
- Ability to handle multiple projects simultaneously.
- Work effectively both independently and as part of a team
- Ability to handle sensitive and confidential information with discretion.

Required Education & Experience

- Bachelor's Degree preferred.
- A minimum of (3) years of progressively responsible experience office administration
- Experience working in Transportation and Facility Maintenance preferred

Special Requirements, Licenses & Certifications

- Possession of valid Florida Driver's License and ability to maintain a safe driving record in order to operate GMX vehicles for business purposes.

Working Conditions & Required Physical Abilities

This position is generally located in a quiet to moderately noisy indoor office environment. However, the employee may also occasionally be required perform work in an outdoor roadway environment.

Individuals in this type of position must have the use of sensory skills in order to effectively communicate with other employees and the public through use of the telephone and personal contact as normally defined by the ability to see, read, talk, sit, stand, hear, use of fingers in order to handle, feel or operate objects and write. Must have the physical capabilities to move about the office and to effectively use and operate various items of office related equipment; such as but not limited to personal computer, calculator, copy and fax machines. The employee must be able to remain seated at a keyboard or workstation for extended periods.

Reasonable accommodations may be made to enable qualified individuals to perform the essential functions of the job.

Salary Range: (Non-Exempt) \$60,000 – \$80,000 Annual

Full Time / Non-Remote