

Role Profile

Position Title: Service Administrator

Position Summary

The Service Administrator will provide administrative support to the service department in the areas of order entry, job costing, customer billing and other administrative responsibilities.

Key Responsibilities

- Entering service reports into Visual Manufacturing and Goldmine.
- Ensuring that all job costs are entered onto the Visual work order.
- Ensuring all labour tickets are entered.
- Ensure that all invoicing is completed for month end accounting requirements.
- Create purchase orders and part ID's within Visual to ensure that proper inventory control is maintained.
- Create efficiency reports and provide analysis to the Service Supervisor and Branch Manager.
- Provide reception coverage which will require interface with visitors, customers, couriers plus delivery contractors.
- Filing as required of all service documents.
- Send service technician payroll information to corporate payroll each pay period.
- Ensure that the Service Coordinator is kept informed of all issues pertaining to the Service department.
- Provide support in other departments and contribute in special projects as required.
- Other administrative duties as assigned including assisting to enable key thrust programs being implemented by the Chamco team.
- Administer the Diamond Warranty program including advising of compliance and registration.
- Maintain a status log for all warranty claims submitted to the supplier including Chamco's own warranty program.
- Participate in the implementation of Chamco's Health and Safety & Quality Management programs by developing knowledge of these and attending meetings regularly.
- Assist the Service Supervisor to continue the pump rebuild program which is mainly shop based by issuing S.O's for the job, and preparing a schedule to advise of the workload and progression through the shop.

Qualifications and Experience Required

The successful candidate for this role will have some combination of the following qualifications:

- A post-secondary education or equivalent skills and experience in accounting.
- A background in dealing with industrial or technical products or services will be beneficial.

- Good organizational and analytical skills.
- Good communication skills.
- An ability to be a “team” player.

This Position Reports To:

The Service Supervisor.

Key Relationships: In order to function effectively it is necessary for this incumbent to work closely with the Service Coordinator; Branch Financial administrator as well service technicians.

Location: Langley Branch