

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 CEO.
- Ensuring all labour tickets is entered.
- Ensure all Documents are in the service folder (HSE, Service report, Work order, P.O's)
- Create efficiency reports and provide analysis to the Manager, Service & Parts.
- Record errors and follow ups from service reports.
- Facilitate vendor qualification to get on site.(WCB, Insurance, COR, ISNetworld, Certificates).
- Maintaining training records for technicians.
- Assist with reception coverage as required.
- Filing as required of all service documents.
- 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. Work closely with the other departments within Chamco in support of Customer Service.
- Must be able to work in Microsoft office including Excel and Word.

Qualifications 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.
- An accounting background.
- Good organizational and analytical skills.
- Good communication skills.
- Ability to meet multiple deadlines.
- A strong customer focus.
- An ability to be a “team” player.

Location:

Chamco Industries-Edmonton, AB T6N 1A2

**This Position
Reports To:**

Manager, Service & Parts