

# Service Administrator

## JOB SUMMARY: Service administration

### The Position

#### RESPONSIBILITIES:

*Sales support – Working closely with the national service team*

- Assisting with preparing service presentations
- Researching current customers
- Assisting with Job cards and administrative tasks around this
- Assisting service techs with stock movement and stock management
- Assist with appointments and manage calendars of the service team
- Ensuring service team follow up on quotes as well as ensuring deadlines are met
- Providing training material and ensuring the material is studied
- Assisting in planning service strategy
- Assisting in planning service training for service technicians

#### QUALIFICATIONS: Degree in business management or equivalent

#### REQUIREMENTS AND EXPERIENCE

- Demonstrated track record of success in providing executive administrative support
- Proficient computer skills, including MS Office, Excel, PowerPoint, Outlook, virtual meeting platforms
- ServiceM8 experience helpful
- Understanding of finance and accounting

#### SKILLS

- Strong written and oral communication
- Sound planning and organizational abilities
- Proactive with the ability to self-manage and work autonomously in a fast-paced and changing environment
- Ability to manage multiple projects and tasks simultaneously with different deadlines
- Dependable, punctual, detail-oriented, independent problem solver with excellent follow-up skills
- Be a team player and go-getter.
- Well-presented
- Attention to detail
- Friendly, fun, and energetic with good interpersonal skills