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# Example of Service Administrator Job Description

Our company is looking for a service administrator. To join our growing team, please review the list of responsibilities and qualifications.

## Responsibilities for service administrator

* Process payments accurately
* Ensure supplier invoices are processed for sign off in a timely manner
* Provide a high level of customer service during the warranty claim process and a high level of detail is taken with claims
* Support the Service Advisor with opening new jobs
* Front counter and administration relief as required
* Generate reports including lost time, warranty claims and daily service
* Review and reconcile expense cards and tax invoices for employees
* Opening and distributing all incoming post, franking all outgoing mail including recorded and special deliveries
* Covering Reception
* Make up Induction packs for new starters

## Qualifications for service administrator

* Working knowledge of TCP/IP networks and internet protocols
* Customer friendly personality
* Ability to prepare field service estimates in an accurate and timely manner
* Ability to prepare follow-up quotes and PRoCARE proposals
* Ability to handle difficult situations and provide fast and accurate solutions
* 2-3 years’ experience in a customer service or billing-related role