



Example of Service Administrator Job Description

Powered by www.VelvetJobs.com

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