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Service Administrator

Employer

Webster Combustion
619 Industrial Blvd,
Winfield, KS 67156

Job Details

Job Location: Winfield

Job Status: Hourly

Schedule: Full-Time

Salary Range: \$31,200-33,280 per year

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The Service Team Administrative Assistant provides administrative support to the service and warranty team.

Responsibilities


- Technician Paperwork
- Track service job status and keep a record of all documents

Schedule service jobs

- Maintain a calendar of service jobs
- Maintain an organized record of all job documents
- Coordinate with customers regarding organization of service jobs

Maintain service telephones

- Answer technical service calls to: Clear and close low-level requests (document requests, parts requests)
- Take messages and transfer high level requests to the appropriate personnel
- Take orders for parts as needed – pass request to sales group

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- Maintain a log of service calls to ensure each call receives a callback and the issue is closed
 - File and record warranty claims (approval by upper-level management – just need to complete initial paperwork)

Requirements

- Basic knowledge of accounting practices
- Ability to use standard desktop load applications such as Microsoft Office and internet functions
- Knowledge of office procedures
- General understanding of mechanical/technical terms is preferred
- High School Diploma or equivalent experience
- Ability to communicate professionally and thoughtfully with employees at all levels
- Superior problem-solving skills, attention to detail and ability to produce a high-quality work product on a deadline

Application Instructions:

Apply in person at 619 Industrial Road.

- 1) Enter main door
- 2) Complete application
- 3) Ask to speak to HR

Or visit the link: <https://webstercombustion.isolvedhire.com/jobs/1498170>