



## **Administrative Assistant- Service Dept**

### **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

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### **Position Summary:**

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 Telephone**

- 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
- 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
- High School degree; additional qualification as an Administrative assistant or Secretary will be a plus

**Any offer is contingent based upon the successful completion of a background investigation, a mandatory pre-employment drug test (we will arrange for you), and your ability to comply with federal law requiring you to show proof of your ability to work in the United States on your first day of employment.**

### **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>