

Job description

Service Administrator

Reporting to Director of Customer Service

Position Description:

The primary responsibility of this role is to respond to customer service requests, enter in new customer information, be the first contact to gather information for setting up work orders, and also edit and prepare work orders for invoicing. This position will support the Customer Service Managers and any other managers who have this responsibility while serving as a liaison with the Service and Parts Departments to make the invoicing process more efficient.

Responsibilities include:

- Receiving customer calls and enter new customer information into the computer system
- Editing work orders
- Working with other departments as necessary to complete invoicing
- Accepting customer payments and confirming payments to them by email
- Communicating the new customer information to the Director of Customer Service
- Maintaining delivery and incoming vessels' schedules
- Reviewing time cards for service employees
- Providing back up for front desk receptionist

Qualifications:

The ideal candidate would have a High School Diploma/GED, a minimum of 1-2 years of general office experience, along with intermediate experience in Microsoft office products; specifically in Word & Excel, and excellent written and communication skills. Strong organization, attention to detail, and customer service mindset, are all important components to success in this role.

This is a full-time position including benefits such as company supplemented medical, dental, and vision insurance; a 401k plan with company match, along with company paid life insurance, Paid Time Off (PTO), and 6 paid holidays. Saunders does not discriminate in any of its hiring practices and operates a drug-free workplace. Candidates are subject to a pre-employment drug screen and physical.