

Job Title: Service Administration Specialist

Reports To: Service Coordinator

SUMMARY

The Service Administration Specialist is responsible for the accurate completion of purchasing, receiving, and data entry of all Service-related data within the organization. The Service Administration Specialist works with the Service Coordinator to ensure that all parts are ordered, received, and issued to the appropriate jobs in a timely manner. The Service Administration Specialist is responsible for the paperwork relating to the day to day operations of the Service Department.

ESSENTIAL DUTIES AND RESPONSIBILITIES

- Always represents OptiPro Systems in a professional and courteous manner.
- Develop and maintain partner relationships with our Customers, Vendors, and related third parties.
- Works with the Service Coordinator to ensure the smooth flow of service jobs.
- Ensures the timely and accurate processing of purchase orders, work orders, and sales orders.
- Processes customer parts orders
- Ensures the proper materials are ordered, received, and prepared prior to scheduling a job, including materials that are drop shipped to separate facilities
- Assists in the coordination of the flights, hotels, and travel arrangements of the Service Technicians
- Assists the Service Coordinator to plan, assign, and coordinate the service support, dispatching and scheduling staff and functions.

SUPERVISORY RESPONSIBILITIES

None

QUALIFICATIONS

To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed below are representative of the knowledge, skill, and/or ability required. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

EDUCATION and/or EXPERIENCE

H.S. degree or equivalent; or one to four years related experience and/or training; or equivalent combination of education and experience in a materials management environment.

Required Skills:

- Excellent interpersonal communication and customer / vendor relationship skills
- Strong presentation skills and professional appearance

- Ability to meet physical requirements of the job
- Strong organizational skills
- Microsoft Office proficiency
- Willingness to work a flexible schedule
- Attention to detail
- Ability to work in a fast paced and dynamic work environment
- Positive and professional attitude
- Proficient in verbal and written English

WORK ENVIRONMENT

The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

While performing the duties of this job, the employee is occasionally exposed to moving mechanical parts, fumes or airborne particles, toxic or caustic chemicals, risk of electrical shock, and vibration. The noise level in the work environment may be loud.

MEASURES OF PERFORMANCE (KPI'S)

This position will be evaluated against the following criteria:

- Ability to open, process and close work orders in a timely and accurate manner
- Ability to open, process and close sales orders in a timely and accurate manner
- Average days to quote work (Request to Quote)
- Accuracy and timeliness in the preparation of estimates to ensure that jobs achieve required gross margin goals
- Accuracy in the maintenance of service parts and equipment inventory records and cost files
- Accuracy and timeliness in the generation of billings
- Number and value of inventory discrepancies
- Inventory turns
- Number of POs that are past due
- "Parts" sales orders on time delivery
- Time elapsed to fulfill demand (time to order from demand created, time to acquire material, and time to refill carts from completion point)