

Job Description: Service Administrator

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| Job Title: | Service Administrator |
| Department: | Service |
| Reports to: | Office Manager |
| Work Hours: | 8:00am to 5:00pm, Monday through Friday |
| Pay Scale: | \$15 per hour |

Primary Job Function:

Responsible for handling customer calls and routing to the appropriate department or paging personnel as necessary. To give office support to entire company as needed using a variety of computer and organizational skills. Maintain the product literature for the sales staff. Other accounting support as directed by the Office Manager.

Required Qualifications:

- Advanced customer service skills.
- Excellent verbal skills.
- Professional phone skills
- Ability to multi-task
- Organized
- Strong interpersonal skills
- Energetic personality
- Knowledge of industry is recommended but not required
- Computer skills
- High school diploma or general education degree (GED)
- Two years related experience and/or training in customer service, billing, dispatching or project management or equivalent combination of education and experience

Desired Qualifications:

- Geographical knowledge of service area or map reading skills
- Dispatching experience

Essential Functions and Responsibilities:

- Answer all incoming calls and route to the appropriate person.
- Transfer phones to answering service at the end of the day.
- Take messages and page personnel as necessitated.
- If sensing a customer is becoming upset with a staff member or situation, notify the department manager of potential problem.
- Follow through with the customer to be sure their needs have been adequately met.
- Greet all visitors in a professional and courteous manner.
- Keep reception area and break room organized and neat.
- Schedule service calls as directed (see Service Dispatcher job description) Complete appropriate and required service information, inform customer of approximate scheduled time (2-4 hour window). Complete schedule accordingly.
- Maintain customer history files in database.
- Maintain service packets.
- Enter all pertinent information into all systems required (accounting, dispatch, appointment confirmations, sales performance report etc.)
- File service orders.
- Update service database from each service ticket.
- Maintain list of office supplies needed.
- Prepare letters, marketing pieces, and spreadsheets as requested.
- Maintain product literature inventory.
- Complete Happy Calls (if no answer just leave message)
- Filing as directed by office manager.
- Other duties as assigned

Success Factors / Job Competencies:

- Attention to Detail
- Professional Phone Presence
- Ability to switch between tasks smoothly
- Ability to make clients feel welcomed



Service Administrator
Robbins Heating & Air Conditioning, Inc.



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Physical Demands and Work Environment:

The physical demands and work environment characteristics described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be able individuals with disabilities to perform the essential functions.

- Normal Office environment, with normal temperature exposure and lighting.
- Use of all 5 senses, including close up vision, distance vision.
- Ability to work in a sitting position in front of a computer screen for up to 8 hours per day.

Performance Standards:

Certain key business indicators that will measure the effectiveness of the Service Administrator. These include the following:

- Promptness of answering calls.
- Promptness of retrieving messages.
- Communication skills.
- Accuracy of customer history files.
- Filing of service orders.
- Filing accuracy.
- Accuracy of customer history files.
- Accuracy of customer Maintenance Agreement files.
- Accuracy of maintenance agreement accounts including scheduling and billing.
- Timeliness of billing information to accounting.

