

POSITION DESCRIPTION – Equipment

POSITION TITLE:	Service Administrative Officer
DEPARTMENT:	Equipment
LOCATION:	VIC
ISSUED:	2016

REPORTS TO:	
FUNCTIONAL RELATIONSHIPS WITH:	<p>Provides Guidance to:</p> <ul style="list-style-type: none"> • Service Technicians <p>Receives Guidance From:</p> <ul style="list-style-type: none"> • Operations Manager Equipment • Service Team Leaders • Installation Co-ordinators
DIRECT REPORTS INCLUDE:	<ul style="list-style-type: none"> • nil
SIGNIFICANT CONTACT WITH:	Distribution Centre staff Sales Administrators Equipment State managers Customers Sales Staff Service Staff

POSITION OVERVIEW

To act as main contact point for customers to arrange for repairs, service and /or installation of equipment. This role drives the delivery of customer service in relation to technician scheduling, spare parts and equipment ordering and warranties processing.

The incumbent must be able to work effectively with the Technicians, gaining their trust through competence and being able to ensure HSH delivers on-time service in an effective and efficient manner. Service Scheduling is a core competence that must be managed every day.

The Service process should be clearly defined and followed closely by all technicians: part of the role of the Administrator is to ensure compliance with the process and to help manage this through clear communication and accurate reporting and logging of calls.

JOB SPECIFICATION

Duties & Responsibilities include:

- receiving inbound service calls from customers
- logging and scheduling field service technicians jobs in Pronto
- liaise with customer/workshop for internal jobs
- ordering and transferring of stock items
- processing sales orders
- customer invoicing and returning goods
- monitoring jobs ensuring high quality of customer service, rapid completion and closing in Pronto
- advising customers of progress of service/warranty support
- manage repair exchange & warranty parts
- liaising with third party technicians regarding customer repairs
- input of service reports
- answering queries in respect of the HSH database

POSITION DESCRIPTION

- spare parts administration in liaison with spare parts and purchasing teams
- liaising with product managers in respect of equipment support
- liaising with 3rd party contractors on warranty work/installations
- organising and promoting PM services with customers and ensuring PMs are done as per the calendar
- updating and maintaining any service contracts in Pronto to ensure revenue and units are accurately tracked

Warranty

- Administration of the warranty process and return of parts with documents to the warranty co-ordinator
- Liaison with warehouse and rapid return of parts and information

Other tasks and projects deemed suitable, based on knowledge and experience as required

In addition to the essential duties and responsibilities listed above, all positions are also responsible for:

- Meeting company standards pertaining to quantity and quality of work performed on an ongoing basis, performing all work related tasks in a manner that is in compliance with all Company policies and procedures.
- Adhering to Company policies, procedures, and directives regarding standards of workplace behaviour in completing job duties and assignments

POSITION DEMANDS

- The position involves a multi tasking approach to work
- Sedentary, using computer and telephone – headset provided
- Customers calling with Service requirements will often be under pressure, the Administrator must be able to manage the customer in a way that ensures we deliver high levels of service based on the actual needs of the equipment

QUALIFICATIONS & ATTRIBUTES

EXPERIENCE	<ul style="list-style-type: none"> • Customer service background preferred
EDUCATION	<ul style="list-style-type: none"> • No specific educational requirements
SPECIALISED KNOWLEDGE AND SKILLS	<ul style="list-style-type: none"> • computer proficiency, Word and Excel, Pronto
PERSONAL ATTRIBUTES	<ul style="list-style-type: none"> • good customer service skills • friendly and courteous telephone manner • excellent communication skills • able to work as part of a team • high level of organisational skills • Problem solving ability

OTHER REQUIREMENTS OF THIS POSITION INCLUDE

ADDITIONAL DETAILS

- Normal office hours but may be required to be available for shifts commencing from 8am.
- Any breaks from work must be co-ordinated to ensure that Customer calls are answered.

CODE OF CONDUCT & ORGANISATIONAL VALUES

Henry Schein | Halas and its team Schein members are mutually responsible for the success of the business. The company promises to create an environment in which all TSM can realise their full potential. In return all TSM are expected to make contributions that positively impact our customers, our shareholders, our business and each other.

This includes:

- conduct to the highest degree of ethics and integrity
- creative thinking and openness to new challenges
- appreciating diversity in the workplace and treating everyone with courtesy and respect

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- effective communication, which is open and honest
- modelling best practice and leadership

Company values and standards are detailed in the “Values of Team Schein “ and Worldwide Business Standards Booklet.