

## Job Title: Service Administrator



Our solutions are a key part of the medical industry. Working with us means working with the latest technologies and groundbreaking, sustainable innovations.

**Join us on our journey of Building Better Healthcare™.**

### MISSION

Reporting to the Business Line Manager, this role will work with our best-in-class service team. The Service Administrator will communicate with team and customers in person, over email, via phone, on a daily basis and will work to turn their request into actions. The primary focus will be maintain customer files and complete field service electronic reports, gather feedback from our customers then translate this feedback into suggestions and solutions to best utilize our products and services. Our core values of Interaction, Commitment and Innovation should be reflected in our solutions to both our customers and colleagues. This position places a strong focus on presenting a positive attitude to our customers and service team.

### RESPONSIBILITIES

- Work with our service team to create timely responses and quotations for customers in break-down and deficiency scenarios.
- Create/enter field service reports in service software.
- Enter verbal and written purchase orders for spare parts into SAP, and initiate material transfer requests.
- Create quotations and sales orders from written and verbal Purchase Orders (PO). Allocate parts to orders, create POs for non-stocked item/equipment, quote delivery time, quote freight charges and process the invoices to customers.
- Help our service coordinator and the Field Service Engineers by identifying parts, where we can source them and the costing.
- Use of software systems to create accurate, detailed quotations as well as documenting the actions and service completed for the customer report.
- Issue return material numbers for shipping discrepancies, elements, and Class 1 service orders.
- Advise authorized accounts (distributors and other customers) of spare parts pricing and availability.
- Perform assigned duties in accordance with Class 1 Inc standards, while always striving to understand the needs and expectations of the customer. Take whatever action is appropriate and required to get the job done and to establish and maintain communications with all people/employees considered necessary.

### TO SUCCEED YOU WILL NEED

The Service Administrator has a **'Customer First'** attitude with an ability to maintain a professional and positive relationship with customers, industry peers, and colleagues. This role requires a very high attention to detail and data entry accuracy. They must, not only, be comfortable working in a fast-paced, deadline driven environment, but thrive in it, while balancing multiple priorities. An inquisitive mind and tenacious appetite for continuous improvement.

### QUALIFICATIONS

- Minimum 2 years working within equipment service role or equivalent experience
- Minimum 2 year's experience in the knowledge, concepts, procedures, of repair techniques for electrical and mechanical systems is an asset

### KNOWLEDGE, SKILLS, & ABILITIES

- Familiarity with ERP Software (SAP preferred)
- Bilingual in English & French (verbal and written) considered an asset
- Expertise in MS Office Suite including Word, Excel, and Outlook
- **Electrical control circuit knowledge considered an asset**
- Excellent organizational, interpersonal, and problem-solving skills
- Excellent oral and written communication
- Excellent analytical and problem-solving methodology
- Attention to detail and strong reading comprehension skills
- Able to collaborate across functions and all levels of organization
- Negotiation, decision-making skills, communication, analysis
- Ability to safely lift and carry up to fifty pounds (50lbs) as needed

## **IN RETURN, WE OFFER YOU**

- On the Job training in the delivery of high-quality customer service to all Class 1 Inc. customers
- Competitive wage
- Extended health care plan, dental care, life and disability insurance
- Company matching RRSP plan
- Physical wellness subsidy
- Paid time off (3 weeks' vacation to start, paid sick days, paid flex days)
- Emergency travel insurance
- Employee assistance program
- Continuous learning opportunities

The position is based at our headquarters at 565 Boxwood Dr. Cambridge, Ontario, Canada N3E 1A5.

### **Diverse by nature and inclusive by choice**

Bright ideas come from all of us. The more unique perspectives we embrace, the more innovative we are. Together we build a culture where difference is valued and we share a deep sense of purpose and belonging.

**We are committed to equity, inclusivity, and integration in our recruitment and business practices. Accommodation is available to all applicants upon request throughout our recruitment process. Please contact Human Resources at [hr@class1inc.com](mailto:hr@class1inc.com) if you require accommodation. We will work with all applicants to accommodate their accessibility needs.**