

Job Description

Job Title: Service Advisor
Supervisor: Corp. Operations Manager
Prepared By: HR
Approved By: CEO

Department: Operations
FLSA Status: Exempt
Prepared Date: May 2, 2019
Approved Date: July 19, 2019

Summary

Responsible for high quality customer service for the service, rental, and repair of equipment. Oversees billing and service records for equipment both internal and external.

Essential Duties and Responsibilities include the following. *Other duties may be assigned.*

- Communicates effectively and provides excellent customer service. Records information such as name, address, article to be repaired, or service to be rendered.
- Prepares work order and distributes to service crew; keeping a record of service calls and work orders.
- Keeping up-to-date on manufacturer warranty and policy procedures while serving as a liaison with the factory representatives.
- Responsible for developing and implementing all contracts of use and all returns for serialized rental equipment.
- Responsible for overseeing all billing for damage, cleaning and fueling of equipment to customer when equipment is returned.
- Responsible for ensuring inventory cycle counts are completed daily

The job description and responsibilities described are intended to provide guidelines for job expectations and the employee's ability to perform the position described. It is not intended to be construed as an exhaustive list of all functions, responsibilities, skills, and abilities. Additional functions and requirements may be assigned by supervisors as deemed appropriate.

Supervisory Responsibilities – No supervisory duties

Competencies – To perform the job successfully, an individual should demonstrate the following competencies.

Job Knowledge – Competent in required job skills and knowledge; keeps technical skills up to date; requires minimal supervision.

Customer Service – Responds promptly to customer needs; establishes customer service standards.

Communications – Exhibits good listening and comprehension; responds well to questions keeps others adequately informed.

Cost Consciousness – Develops and implements cost saving measures; contributes to profits and revenue conserves organizational resources.

Ethics – Treats people with respect; works with integrity and principles; upholds organizational values.

Personal Appearance/Attendance – Dresses appropriately for the position; keeps self well groomed. Is consistently at work and on time; ensures work responsibilities are covered when absent.

Safety and Security – Observes safety and security procedures; reports potentially unsafe conditions; uses equipment and materials properly. Responsible for conducting and recording weekly safety meetings with staff.

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 ability required. *Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.*

Education and Experience – One-year certificate from college or technical school; or three to six months related experience and training; or equivalent combination of education and experience.

Language Skills – Ability to read and interpret documents such as safety rules, operating and maintenance instructions, and procedure manuals. Ability to write routine reports and correspondence. Ability to speak effectively to customers and employees of the organization.

Mathematical Skills – Ability to add, subtract, multiply, and divide into all units of measure, using whole numbers, common fractions, and decimals

Reasoning Ability – Ability to apply common sense understanding to carry out detailed but uninvolved written or oral instructions. Ability to deal with problems involving a few concrete variables in standardized situations.

Computer Skills – To perform this job successfully, an individual should have knowledge of inventory software; order processing systems and word processing software.

Physical Demands – The physical demands described here are representative of those that must be met by an employee to perform the essential functions of this job successfully. *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 regularly required to sit. The employee is frequently required to walk; use hands to finger, handle, or feel and talk or hear. The employee is occasionally required to stand and reach with hands and arms. The employee must regularly lift and move up to 25 pounds. Specific vision abilities required by this job include close vision, distance vision, color vision, peripheral vision, depth perception and ability to adjust focus.

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 frequently exposed to moving mechanical parts. The employee is occasionally exposed to outside weather conditions and vibration. The noise level in the work environment is usually moderate.

Equal Opportunity Employer (EOE); Minority/Female/Disabled/Veteran (M/F/D/V; Drug-Free Workplace (DFW)