

AFTER SALES ADMINISTRATOR

A rapidly growing international market leader is searching for a customer centric professional to fill their **After Sales Administrator** role. This key position will be responsible for assisting with administrative duties within the Service Department and ensuring the highest level of customer support is maintained. This position will report directly to the Service Manager.

After Sales Administrator Responsibilities:

- Serves as first point of contact for customer issues and inquiries; records information related to service calls and helps to direct to the appropriate party to handle in a friendly, courteous manner
- Schedules and coordinates travel for Field Service Technicians, ensuring adequate coverage and utilization for the department and timely onsite visits for customers
- Analyzes information including Field Service Reports, warranty information, Infocircle data and other resources to maintain the highest level of quality
- Utilizes Salesforce to generate Service opportunities and quotes, manage service cases, updates records and reviews information daily
- Maintains relationship with parent company to report service issues and support warranty claims
- Engages vendors and/or other departments within Sauer USA to determine appropriate resolutions to new or long-term challenges
- Assists with the creation of graphs, reports and spreadsheets for department and metric tracking
- Schedules and coordinates trainings for customers and distributors in conjunction with the Training Coordinator and pursues other revenue generating opportunities within the Service Department
- Follows up on outstanding warranty claims and expenses and maintains information for pending claims
- Prepares and submits service invoices to Accounting and assists with reconciliation as needed
- Collaborates with other departments to fulfill Sauer Compressors USA's mission and vision
- Other duties as assigned

Expectations:

- Strong communications skills
- Ability to diffuse high tension situations by providing excellent customer service
- Must be detail-oriented with proficient computer skills, especially in the use of Microsoft products

Education and Experience

- High School Diploma or GED required
- 2-5 years of administrative experience to include report generation, tracking and filing of documentation
- Salesforce experience strongly desired

Benefits & Compensation:

- Salary commensurate with experience
- Full medical & dental benefits, paid vacation & holidays, 401K, plus performance bonus
- Growth opportunities are available