

<b>Job title</b>	Service Department Administrator
<b>Reports to</b>	Head of Service

**Job Purpose:**

Medical Supply Company require an experienced Office Administrator for their Service Dept. to be based at their office and warehouse in Mulhuddart, West Dublin with on-site parking. The candidate must have excellent communication and computer skills. We require a flexible candidate who is a team player.

**Duties and responsibilities:**

- Field Internal and External calls for the Service Dept. and issue Service Desk Tickets
- Assist with scheduling calls for all engineers and ensure all service reports are complete
- Assist Head of Service with issuing quotations and service contracts for customers
- Assist with Service Call reports
- Manage warranty claims
- Liaise with sales team regarding tenders involving Service
- Issue PO'S and Invoices and assist accounts dept with all aspects of Service Invoicing
- Assist with ordering spare parts and stock control
- Assist with INAB preparation and audit reviews
- Provide Technical support to engineers, maybe assist with software upgrades on equipment from time to time
- Assist Service managers with promotion of new business and liase with marketing Dept where necessary
- Assist with updating procedures and introducing new systems

**Qualifications:**

- Be proficient in MS Office applications (Word, Excel) in an office administration environment.
- Be proficient in Microsoft Office email system or equivalent.
- Academic - Leaving Certificate or FETAC Level 5 or equivalent at a minimum.
- Strong inter-personal and communication skills, both written and oral.
- Ability to work on own initiative to get priority tasks completed.
- Ability to work as a key member as part of a multi-disciplinary team.
- Experience working with a Service Department or in a scheduling role is preferable but not essential.
- Experience working with the Service Module on SAP or a similar ERP system preferable.

This is a full-time role, hours are 9.00am to 5.00pm Monday to Friday. All candidates must be eligible to work in the EU.