

JOB DESCRIPTION

Position Title: Service Administrator- Port Coquitlam, BC

Department: Service

Reports to: VP of Service

☒ Salary

☐ Hourly

☒ Full-time

☐ Part-time

Position Summary:

DSL Ltd. is one of Canada's largest distributors and service providers of specialized food service and Refrigeration equipment since 1916.

We offer:

- Competitive wages
- Full time hours
- Benefits & flex spend account
- RRSP Matching
- 3 weeks vacation
- In house training provided
- Working indoors
- Education Opportunities

We are looking for a person that is

- Customer Obsessed
- Solution Finder
- Innovative
- Teammate
- Fun Loving

Reporting to the VP of Service this position is responsible for, assisting the service management team in their day to day administrative tasks.

Essential Job Functions (day to day responsibilities):

- Assist Service team to ensure customer concerns are dealt with in a proactive manner
- Work with Field Service Manager to manage technician performance through system reports and KPI's, ensuring profit and efficiency

- Work with Service Managers and Human Resources to maintain technical training scheduled with apprentices and new hires
- Support Service Leadership team with admin related tasks
- Review expenses on concur and vacation requests on ADP
- Create and maintain technician on call schedule
- Generate reports that include but are not limited to open request, FTF reports, GPS reports, negative inventory
- Organize travel and hotel arrangements for the service department
- Prepare agenda and document meeting minutes from service meetings
- Prepare technician quarterly conversation and annual reviews

Additional Responsibilities:

- Other projects as required

Essential Requirements:

Required Skills:

- Experience building successful relationships
- Attention to detail and a high degree of accuracy
- Ability to analyze, exercise flexibility, initiative, good judgment and discretion
- Excellent interpersonal, written, and oral communication skills
- Possess excellent problem solving skills
- Ability to multi task in a fast paced environment

This job description is intended as a guide to the requirements of the position and is not intended to be definitive. The job description will be subject to review, together with the incumbent and according to the needs of the organization.

We offer competitive compensation, meaningful and challenging work, and an engaging and collaborative environment. For more information on our company, please visit our About DSL page. To apply, please submit your resume and cover letter to hr@dslinc.com.

We thank all applicants for their interest; however, only those selected for an interview will be contacted.