

## Preventative Maintenance Program Administrator

### About DSL

At DSL, our purpose is creating moments of joy, one serving at a time. Representing world-class brand partners Taylor, Henny Penny & Franke Coffee Systems, DSL is the largest Canadian supplier of premium food service equipment, and the exclusive factory-authorized service provider for the equipment we sell.

At our core, we believe in doing right by our customers, finding the best solutions to fit their needs, being creative and innovative, working hard, and having fun along the way.

Are you looking to grow with a company with over a century of unmatched quality, expertise, and after-sales support? We want to hear from you!

### Why Join Our Team?

- Competitive wage & health benefits
- Health Spending Account (Flex Spending Account or Health Spending Account) \*
- 3 weeks paid vacation
- Strong company culture & core values
- RRSP matching program\*
- Opportunity for advancement

\*Applicable once eligibility requirements are met

### Position Summary

Reporting to the Preventative Maintenance Manager, this entry level position is responsible for ensuring that our customer contract information is accurate at all times.

What you'll do:

- **Data Entry (70%)**
  - Maintain contracts and recurring services modules data
  - Add/Remove/maintain customers in contracts
  - Add/Remove/maintain equipment in recurring services
  - Help maintain contract templates
  - Help maintain contract types
  - Correct contract errors
  - Update recurring services information
  - Ensure inventory movements for completion of tasks
  - Review completed tasks for compliance with service standards.
- **Data Management (15%)**
  - Analyze data for errors and omissions
  - Suggest corrective actions and processes
  - Identify areas of focus to prevent data errors
  - Provide reports on contract module performance
  - Run reports to identify contract and task duplicates
  - Ensure standardization of contracts

- **Additional Duties as required (15%)**

- Assist in scheduling and dispatching of technicians
- Assist with parts scheduling and equipment sourcing
- Generate invoices for customers on recurring services program
- Call customers to verify equipment
- Call customers to schedule recurring services
- Communicate with technicians to ensure service compliance
- Supply customers with documentation when requested
- Communicate with technicians to confirm vacation and personal schedules
- Manage and update technician online training
- Manage and update technician skill set approvals

As the position evolves, the mix of responsibilities may vary, and additional job functions may be added or changed in consultation with the successful candidate.

What you'll need:

- High School Diploma
- Analytical skills relating to data
- Strong Microsoft Excel analytical skills (pivot tables, data evaluation)
- Ability to analyze data to create pareto charts
- Excel macro experience is an asset
- Ability to multitask in a fast-paced environment
- Excellent organizational skills with a high attention to detail
- Ability to be flexible and able to manage multiple priorities
- Strong verbal and written communication skills
- Self-motivated with the ability to work with minimal supervision.

Learn more about us at [dslinc.com](http://dslinc.com). To apply, submit your resume & cover letter to [hr@dslinc.com](mailto:hr@dslinc.com) with the position title included in the subject line. We thank all applicants for their interest, only those selected for an interview will be contacted.