

SERVICE ADMINISTRATOR

Are you highly organised, thrive in a fast-paced environment, and love being the go-to person who keeps everything running smoothly? We want you on our team!

As our Service Administrator, you'll play a key role in supporting our service department and ensuring our customers receive the highest level of care. Every day will bring something new – from coordinating with technicians to managing quotes and warranties – you'll be the friendly face and steady hand that keeps our operations on track.

Your Day-to-Day Will Include:

- Preparing repair quotations for customers
- Invoicing completed jobs accurately and efficiently
- Responding to service-related queries via phone and email
- Liaising with the Service Manager to resolve customer service issues
- Lodging and invoicing warranty claims with attention to detail
- Coordinating the return of failed warranty parts
- Ordering and receiving parts, and updating job statuses to support scheduling

What We're Looking For:

- A proactive, friendly, and organised person who thrives on multitasking
- Strong communication skills and a knack for building great relationships
- Solid computer literacy – confident with Word, Excel, Outlook
- Experience with SimPRO or job management software is a plus
- Trades or mechanical knowledge is helpful, but not essential

APPLY NOW

 Send your resume and covering letter outlining your suitability to Shauna Picken at: hr@devilees.com.au

 Questions? Call 03 5021 1210

E: info@devilees.com.au | www.devilees.com.au

National Refrigerant Trading Authorisation (Sunraysia) #AU01465 (Riverland) #AU35323

Victoria: 15 Eighth St. PO Box 947 Mildura Victoria 3502 T: (03) 5021 1210

ABN: 22 005 166 843 John Devilee Refrigeration Pty. Ltd

South Australia: Old Sturt Hwy. PO Box 836 Berri SA 5343 T: (08) 8582 1844

ABN: 35 109 567 008 Riverland Air Conditioning Pty. Ltd



POSITION DESCRIPTION

Service Administrator

Hours of Work 38 hours per week Mon to Fri
8.30 am to 5.00 pm

Job Status Permanent Full Time

Reports to: Service Manager

Award: Clerks Private Sector 2020

About Devilees

Devilee's Air Conditioning and Refrigeration has proudly been servicing the Mildura, Sunraysia and Berri, Renmark and Loxton Riverland regions for over 60 years, with an unwavering focus on honest, experienced advice and the highest standards of quality products.

Devilee's is recognized as the only contractor qualified to carry out major project works in the Sunraysia region and this recognition has seen its reputation extend across the country.

With a history of professionalism and reliability behind them, the Devilee's team are still the only name to trust when it comes to your project. Big or small, residential or commercial, industrial or boutique, every project is a Devilee's project.

Key Responsibilities

The primary role and focus of the Service Administrator is to provide direct support to the Service Department. Specifically, the focus will be to provide administrative support to invoicing, quoting and parts procurement with the aim of providing excellent customer service.

- Prepare repair quotations for Customers.
- Invoice regular jobs that have been completed at least 3 full working days ago. Invoice PM and quoted jobs straight away. Check over invoice prior to finalising to ensure accuracy of times and part costs.
- Monitor and respond to incoming email and phone queries relating to the service department schedule from customers and technicians.
- Liaise with Service Manager regarding customer service queries via phone and email to ensure high level of customer service is provided.
- Lodge Warranty Claims with all required documentation and work orders.
- Invoice Warranty Claims with accuracy as per warranty customer requirements, including all required documentation, photos, and work order numbers.
- Prepare failed warranty parts to be returned to manufacturer.
- Order and receive parts for accepted quotes and change job status to ensure timely rescheduling by the Service Administration Coordinator.

- Follow up on the delivery of Service Department parts that have not arrived.
- Monitor spare parts inventory and order as required in consultation with Service Manager
- Liaise with warehouse staff to receive and process service department inwards goods.
- Assist with answering the telephone as required and log service calls from both telephone calls and emails.
- Assist with customer show room queries as required.
- Assist administration staff and customers with spare parts enquiries as required.
- Liaise with the Service Administration Coordinator as required and fulfil the Service Administration Coordinator role during times of absence.
- General administration duties in relation to the Service Department.

Qualifications & Skills

- Certificate III in Business Administration is an asset.
- Several years of administration experience.
- Excellent written and verbal communication skills.
- Excellent customer service skills with a friendly persona.
- High level of computer skills including Microsoft Office suite of products.
- Time management skills.
- Organisational skills.
- Attention to detail.

Team Responsibilities

Devilee's Values

- Embrace and work in accordance with the values and mission of the business.
- Build relationships with our customers and clients, understanding the customer needs and requirements.
- Uphold our client service standards providing excellent professional customer service.
- Provide excellent internal customer service to all employees.
- Act in an ethical manner.

Occupational Health & Safety

- Adhere to the company Health & Safety Policies.
- Follow Devilee's Safe Work Method Statements.
- Use Personal Protective Equipment (PPE) appropriately as required to minimise exposure to hazards that can cause serious workplace injuries and illness.
- Report any Occupational Health & Safety (OH&S) concerns and incidents to your manager and OH&S Officer.

Management of Resources

- Report any incorrect use of resources, equipment damage or loss to your manager.
- Complete documentation accurately and timely to ensure appropriate allocation and use of resources.
- Ensure appropriate use of Devilee's equipment and supplies ensuring efficient use of resources.

Compliance, Training and Education

- Participate in the Devilee's appraisal process.
- Participate in any training as required to ensure continual improvement process.
- Maintain licences and registrations as per contract (if applicable).