

POSITION TITLE: Door Service Assistant

DEPARTMENT: Doors and Docks

REPORTING TO: Door Service Coordinator/Service Manager

JOB SUMMARY:

The Door Department Assistant is responsible for supporting the overall department. The Assistant supplies information to various people in the department, while maintaining files, and administrative details as per company policies and procedures. The Door Department Assistant communicates with external suppliers and customers in order to coordinate scheduling of the technicians and other activities within the Door Department.

CORE COMPETENCIES:

- Customer Focus
- Communication
- Energy & Stress
- Decision Making and Judgment
- Team Work
- Quality Orientation
- Planning and Organizing
- Problem Solving
- Accountability and Dependability
- Operating Equipment
- Ethics and Integrity

DUTIES AND RESPONSIBILITIES:

- Sort and review service work orders and verify accuracy
- Verify technician time sheets and enter hours for payroll
- Filing, photocopying and faxing as required
- Data entry of part numbers, pricing and labour for billing purposes
- Maintain planned maintenance records (scheduling)
- Schedule jobs when inspections are due (scheduling)
- Prepare and send inspection certificates to customers
- Provide excellent customer service
- Manage electrician work orders and invoicing for billing purposes
- Communicate with suppliers for obtaining packing slips and expediting and for parts and pricing information
- Prepare packing slips for pickup and delivery of supply only parts for customers
- Prepare supplier purchaser order requisitions, place orders and forward to purchasing
- Review purchase order requisition issues and forward to purchasing when resolved
- Fill out receiving documents and forward to accounting
- Follow up on received parts and schedule jobs for completion of outstanding work
- Take service calls, enter and print work orders
- Schedule and dispatch service work (scheduling)
- Contact electrician to schedule service work (scheduling)
- Review billing issues and forward to accounting department when resolved

- Utilize Microsoft Office, specifically Microsoft Dynamics NAV.
- Assist in yearend as required
- Manage service department when Coordinator is absent

REQUIREMENTS:

- College Diploma or University Degree in business administration or related field
- Minimum 5 years direct experience in supporting a department in an administrative role.
- Demonstrated ability to accurately calculate, post, correct, and manage customer account records.
- Effective communication skills with internal and external customers.
- High level of critical and logical thinking, analysis, and/or reasoning to identify underlying principles, reasons, or facts
- Able to work efficiently as a part of a team as well as independently
- Able to work well under pressure and meet set deadlines
- Strong work ethic and positive team attitude.
- Must have a self-starter attitude.
- Able to effectively communicate both verbally and in writing.
- Strong problem identification and problem resolution skills.
- High level of proficiency with Microsoft Office, specifically Microsoft Dynamics NAV.

O'Brien Lifting Solutions Inc. offers a competitive compensation and benefits package and an exceptional opportunity for career development and growth.