



Mechanical Service Administrator

The Administrator, Mechanical Service is part of a 24/7 Call Centre that is responsible for communicating effectively with both external and internal clients, scheduling service calls and maintenances, maintaining the client database, and generating invoices.

This is a **part time** position to cover the following shifts, Saturday 12:00am to 8:00am & Sunday 4:00pm to 12:00am. Backup is required for shifts Monday to Friday 4:00pm to 12:00am, as required to cover vacation and sick days.

As *Mechanical Service Administrator*, you will be asked to do the following:

- Effectively communicate with clients to determine maintenance requirements and provide detailed documentation to initiate timely service calls.
- Determine priority of service calls by following the Service Call Prioritization process and effectively initiate prompt emergency response.
- Dispatch on-call technicians providing a detailed account to clients' mechanical service concerns.
- Accurately maintain client database information through updates from work orders, equipment lists, purchase orders, etc.
- Promptly generate work orders to service technicians.
- Receive client feedback/inquiries and promptly escalate to appropriate Account Executive and/or Department Manager to achieve customer service excellence.
- Provide back-up support to day shift team members and complete additional administrative activities such as data entry and filing.

QUALIFICATIONS

- Two years' related experience in call centre/customer service environment
- Computer literate with proficiency in Microsoft Office applications
- Experience with Jonas software an asset
- Strong verbal and written communication skills are required; Fluency in French an asset

PLAN GROUP INC.

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- Opportunities for growth and development
- An open and collaborative work environment
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Thank you for your interest in joining Plan Group. Please note that due to the volume of applicants only those who will be considered for an interview will be contacted.

Accommodations for applicants with disabilities will be made during the recruitment processes. Should you be contacted for an interview please advise if accommodations are required.

We are an equal opportunity employer.