



SERVICE SUPPORT ADMINISTRATOR

The Suppression System Incorporated, SSI, Service Support Administrator is responsible for directly assisting and supporting the Service Department Manager with the review and processing of service-related activities. The ideal candidate has outstanding organizational and coordination abilities. Excellent communication and interpersonal skills. Ability to work with little supervision and track multiple processes. Maintain focus and adapt to a variety of challenges.

Position Summary

- Assist the Service Department Manager with all service-related activities, as necessary, to ensure best practice, department efficiency and customer service excellence.
- Daily review and audit of work orders, inspection reports, and timekeeping records to ensure accurate recordkeeping and completion of work performed.
- Resolve discrepancies in a timely manner. Review and research any work order, inspection and field report issues. Follow through until resolution.
- Communicate, as necessary, with Service Manager, field personnel, service administrators, and all departments to obtain and convey information, documentation, and/or correct transaction.
- Facilitate the workflow between the field and service administrators for timely processing of billing.
- Submit and satisfy paperwork requirements to customers and vendors.
- Maintain service vendor accounts to ensure accuracy of customer subscribers. Reconcile accounts monthly and resolve any discrepancies in customer agreement, customer payment, and vendor billing.
- Responsible for ensuring all documentation and record requirements of all customers are met, including, but not limited to: data entry, upload, requests and approvals in Service Management, Ontrack, Third-party applications, and Customer business systems.
- Responsible as a backup in generating purchase orders for materials, equipment, rentals and subcontractors, as required, for assignments.
- Help maintain and uphold the integrity of files and service management database.
- Help review service job cost and provide profitability reports.
- Produce and perform analysis of monthly service reports, but not limited to: Over/Under Report, Capacity Report, Work-in-Progress Report, Inventory Reports, Truck Inspection Reports.
- Answer phones for incoming customer calls.
- Respond as necessary to requests for information or additional projects as defined by management.
- Adhere to company policies and procedures.

Required:

High School Diploma or a General Educational Development Diploma (GED).

3 to 5 years minimum in customer service or business administration

Polished verbal and written communication skill to interface with Customers and Service personnel.

Proficient knowledge of Microsoft Office software, as well as standard office and accounting practices.

Preferred:

Associates degree in business or equivalent combination of education and experience.

Knowledge of Sage software.

SSI offers a generous compensation package and benefit package including:

- **Full medical**
- **Dental and vision**
- **Company 401k retirement plan**
- **Tuition Reimbursement**
- **And so much more!**

SSI is an Equal Opportunity Employer/Veterans/Disabled. All qualified applicants will receive consideration for employment without regard to race, color, religion, sex, sexual orientation, gender identity, national origin, or protected veteran status, and will not be discriminated against on the basis of disability.

Whether you're seeking a new career in an exciting, challenging and growing field, or you have experience in the fire suppression, alarm, or sprinkler industries, we are interested in hearing from you now! Apply today online at humanresources@SuppressionSystems.com or call us at 610-709-5000 for more information.

"Great Service – It's That Simple!"