



POSITION DESCRIPTION

Job Title	Service Administrator	Reports To	Customer Service Manager
Department	Customer Service	Location	Gurnee, IL

GENERAL SUMMARY

The Service Administrator creates cases and Return Merchandise Authorizations (RMAs) for warranty and non-warranty repair. They coordinate product return activities with our external customers and coordinate with internal departments to ensure repairs are processed according to Ohio Medical's Standard Operating Procedure (SOP). The Service Administrator may also initiate the sale of new products and/or offer trade-in proposals to customers based on repair estimates.

KEY RESPONSIBILITIES

(Include but not limited to)

RMA Intake and Case Documentation

- RMA / Cases for Warranty Repairs
 - Create a return case by utilizing our ERP system according to our standard work instructions
 - Use ERP system to determine if the unit is under warranty
 - Respond to customer inquiries with repair status as needed

- RMA / Cases for non-Warranty Repairs
 - Create a return case by utilizing our ERP system according to our standard work instructions
 - Use ERP system to determine if the unit is under warranty.
 - Coordinate with external customers to provide pricing for repair to obtain a PO
 - Communicate with the Repair Team to proceed with the repair once the PO is received
 - Respond to customer inquiries with repair status as needed

- Selling Activities
 - Offer new products via cost of ownership analysis and/or trade in proposal for units sent in for repair
 - Identify key decision makers at the facility to obtain PO
 - Provide quotes via Epicor and follow up with the customer for closure



REQUIREMENTS FOR THIS POSITION

I. Professional Experience

- 2 to 3 years of customer service experience required
- 2 to 3 years of experience in sales preferred

II. Education

- Associates Degree preferred
- High School Diploma or equivalent required

III. Travel (estimated % of time)

- None

PERSONAL TRAIT PROFILE

- Good verbal and written communication skills for phone contact with customers and distributors. Ability to write standard documentation/communication
- Experience using PC / Intermediate Microsoft, Outlook, Word, and Excel
- Ability to add and subtract whole numbers
- Ability to apply common sense understanding to carry out detailed but uninvolved written or oral instructions. Ability to deal with problems involving a few concrete variables in standardized situations
- Ability to handle a variety of tasks and the ability to prioritize them. Must be able to work independently and be very organized

Ohio Medical is an equal opportunity employer. We evaluate qualified applicants without regard to race, color, national origin, religion, gender, age, marital status, disability, veteran status, sexual orientation, gender identity, or any other characteristic protected by law.

This job description in no way states or implies that these are the only duties to be performed by this employee. The incumbent is expected to perform other duties necessary for the effective operation of the department or unit. This job description may be changed at any time.