



OPEN POSITION

Contracts Administrator

BASIC FUNCTION

Responsible for the administration of maintenance contracts for our customers. Assumes ownership for assigned tasks and completing work on a timely and quality basis. Adheres to standard procedures and schedules; however must also be able to troubleshoot and problem solve as required by the job at hand. Must be customer-focused and project a positive, professional image for SencorpWhite. Must be a self-starter, have good organizational skills, and take direction well from supervisor.

PRIMARY DUTIES AND RESPONSIBILITIES:

- Prepares, sends, files and researches maintenance/hardware contract documentation for equipment.
- Prepares contract analysis and makes recommendation for new pricing agreements.
- Assists the manager of contracts with correspondence, modifying and updating contracts, and other admin as required.
- Maintains records of maintenance agreements in filing system and database, including current & historical purchase orders, sales order acknowledgements, pick list/shippers, on-site service reports, and Invoices.
- Follow-up with Billable customers and present contract options (sales).
- Create Warranty Packages-track install progress.
- Ensure Contracts are being fulfilled and report status to management.
- Process received Contracts in database and Invoice Customers.
- Prepares reports for management using data from MRP. EXCEL or other systems as needed.
- Contacts customers using phone and email for introductions, explanation of details, and follow-up, as required.
- Contacts Field Service Engineers using phone and email for data and reports, to resolve issues, and others.
- Researches and responds to customer inquiries regarding invoices, or other administrative issues.
- Learn essential duties of Dispatch & Customer Service positions and provide backup as needed.
- Answers departmental phones as required and dispatches calls to within the department or company.

ADDITIONAL DUTIES AND RESPONSIBILITIES:

- Performs other duties as assigned, such as special projects or unplanned tasks, in a timely and efficient manner.
- Serves as back up to other positions to cover vacations and other absences.
- Provides backup coverage to main switchboard as needed.

EDUCATION, EXPERIENCE AND/OR CERTIFICATION REQUIRED AND PREFERRED:

- 2-3 Years office experience preferably handling contracts.
- High school diploma, GED required. Some college preferred.
- Business-level knowledge of English is required.
- Prior Sales and customer interface experience beneficial.
- Several years demonstrated experience in MS Office; WORD, EXCEL, OUTLOOK, and POWERPOINT is desired.
- Experience with Salesforce.com and Service Max is preferred.

HOW TO APPLY:

To apply please email resume to jobs@sencorpwhite.com