

Equipment Services Representative

Job Description

As the Equipment Services Representative, you will be assigned a territory and be responsible for all equipment needs within the territory. The responsible person will communicate, via email and/or phone, with the customer to determine service needs. This person will schedule and notify the technician of assignments and enter necessary data into the computer database. The Equipment Services Representative works directly with our vendors, customers, customer service representatives, and sales team to achieve this goal. The Equipment Services Representative will dispatch service calls, provide troubleshooting help, respond to emails/phone calls, manage the installation of equipment, provide quotes for new equipment purchases, invoicing customers, verification of invoices received, and work with various systems to monitor waste equipment. This position is directly responsible for helping our customers meet their operational needs. Weekend work will be required on a rotational basis. Other duties as assigned.

Required Skill Set:

- Strong customer service skills
- Excellent verbal and written communication
- Able to work in a fast-paced environment, multi-task.
- Able to work independently and within a team.
- Be accountable.
- High attention to detail
- Excellent organizational skills
- Have a mechanical aptitude.
- Proactively manage service cases
- Planning and scheduling

Qualifications:

- Associated Degree or equivalent work experience
- 2+ years of hands-on administrative support experience
- Proficiency in MS Word, MS Excel, and MS Outlook a must
- Knowledge of operating standard office equipment
- Ability to prioritize projects and strong problem-solving skills.
- SharePoint experience a plus
- Knowledge of NetSuite a plus