

Client Services Administrator

Location: Edmonton



CONTAVA is a technology company which specializes in the integration of enterprise IT infrastructure with physical security systems. We provide leading edge services such as assessment, design, project management, installation and maintenance to industrial, institutional, commercial and government clients across the country. The company is comprised of professionals who are committed to exemplary conduct and performance. The CONTAVA team is responsible, knowledgeable and committed to delivering innovative integrated solutions. With the support of CONTAVA, employees are expected to learn and develop careers in this exciting technical environment.

The Client Services Administrator will support the Client Services Department by building and maintaining client relationships while developing internal working relationships amongst their team of Field Service and IT technicians. The applicant should have advance administrative skills and a desire to provide customer service and solutions in a collaborative working environment.

RESPONSIBILITIES:

- Fulfill a technical support role directing field resources while managing the business cycle from inbound service call, through call completion to customer invoicing.
- Plan/assign field labor hours to maximize efficiencies and productivity at KPI levels, maintaining orders on the dispatch board.
- Update Company software as required to facilitate the order process (add or maintain parts information, customer contact information, sales orders, invoicing, and project billing)
- Ensure compliance with customer documentation requirements.
- Ensure compliance with CONTAVA process for approving sales and change orders.
- Resolve customer complaints, within established guidelines, to the satisfaction of the customer and in the best interest of the company. Guarantee that any unresolved issues are promptly elevated to the next level of management for resolution.
- Monitor and report any potential warranty or credit requests to the Client Services Coordinators or Manager prior to authorizing work.
- Review technicians' time tickets and call summary reports as submitted daily for completeness, accuracy and allocation to the correct job numbers.
- Perform invoicing weekly and immediately update the open orders report.
- Ensure 24-hour response is available or negotiate other agreeable actions with customers.
- Monitor the credit control list and assist in collection efforts.
- Check new accounts for payment and credit history.
- Continually seek improvements in the success of the department.
- Adhere to, advocate and be accountable for the CONTAVA health, safety and quality programs
- Other duties as assigned by manager.

QUALIFICATIONS:

- Two to three years' experience in a technical support role directing field resources while managing the business cycle from inbound service call, through call completion to customer invoicing.
- Excellent command of the English language verbal, written and telephone skills
- Strong interpersonal skills and ability to work within a team structure.
- Accuracy and attention to detail with excellent organization, time management and administrative skills.
- Understanding of contracts and job billing.
- Accountable, co-operative and attentive to productivity and corporate profitability.
- Ability to build strong relationships with both internal and external customers.
- Security industry knowledge a definite asset.
- Experience with Windows 7, Microsoft Office 2010 applications is required.
- Experience with Wennsoft on a Great Plains EAP platform is highly desirable.

CONTAVA offers competitive industry salaries including a comprehensive benefits package, an incredible work environment and career advancement opportunities. Qualified applicants should contact CONTAVA at recruiting@contava.com or 1-800-661-9821