

Service Administrative Assistant

RKI Instruments, Inc. An innovative gas detection company located in Union City seeking a detail-oriented person with strong customer service background as well as excellent communication skills to work in a fast paced demanding environment.

JOB DESCRIPTION:

- The Service Administrative Assistant will assist the Senior Service Administrator in all current functions that pertain to supporting RKI Instruments repair and field service operations.
- The Service Administrative Assistant is responsible for the receiving, logging and tagging of materials returned for repair; including items returned for warranty and standard repair. The Service Administrative Assistant will add new customers to Qube, create Service Work Orders (SWO's), pulls parts required for repairs, creating Repair Estimates, contacting customers following up on repair estimates, invoicing domestic and international repairs, invoice customer for Field Service work and training. Work directly with drop-in repair customers.
- The Service Administrative Assistant will report to the Technical Services Manager, but receive instructions as required from the Senior Service Administrator.

JOB REQUIREMENTS:

- High school education plus a minimum of 3 years background in Customer Service required. Must be able to communicate clearly in both oral and written English.
- Proficient in Microsoft Office including Word, Excel and Outlook required. Ability to work with Windows or Mac OS operating systems.

We offer medical, dental, and vision benefits, PTO, Dedicated Sick Leave, 401K and profit sharing. Please check out more information about the position and our company at: <http://www.rkiinstruments.com/careers/> To apply, please forward cover letter, resume and salary requirements via email to RKIHR@rkiinstruments.com