Position: Service Administrator (Emerging Markets)
Department: Service Department
Reports To: Service Operations Manager
Supervises: None
Job Group: Administrative Support Workers
Exempt or Non-Exempt: Non-Exempt

Job Description:

The Service Administrator provides administrative and operational support for Emerging Markets service operations, helping ensure service work is accurately documented, coordinated, billed, and completed. This role works closely with service managers, technicians, customers, and internal teams to manage work orders, service documentation, warranty support, parts and shipment coordination, technician travel, and other administrative needs. Through accurate records, timely follow-up, and clear communication, the Service Administrator helps keep field operations organized and allows service leaders and technicians to remain focused on customer support and execution.

At RDO Equipment Co., we make decisions thoughtfully, balancing the impact on each of our stakeholders, and enact those decisions according to each of our core values. In this way, we find purpose in our work and pride in our purpose.

Specific Duties Include:

- Manage assigned work orders from opening through closure, ensuring labor, parts, travel, service documentation, and other applicable charges are complete and accurate.
- Monitor work-in-process and aging work orders, following up with appropriate team members to resolve missing information and support timely invoicing. Support warranty and product improvement claims by gathering required documentation, submitting claims as directed, monitoring claim status, and following up on missing information or outstanding items.
- Prepare and maintain service calendar invitations using approved schedules and job information, including work scope, contacts, location, safety requirements, and supporting documentation.
- Maintain organized service files and records, including field service reports, installation documentation, customer and equipment information, and job photos.
- Coordinate with Parts and other internal teams to attach required parts to work orders, arrange shipments, and follow up on missing or failed components.
- Coordinate parts, equipment, kits, and shipments needed for scheduled service work, monitoring delivery status and communicating shortages, delays, or discrepancies to appropriate team members.
- Track technician training, certifications, site credentials, and customer-specific requirements to help ensure technicians are prepared for scheduled field assignments.

- Coordinate administrative logistics for field service assignments, including technician travel, lodging, transportation, site information, required credentials, and other job-specific needs.
- Provide customers with administrative updates related to scheduling, documentation, shipments, or other service coordination needs as directed by service management.
- Organize customer, site, equipment, and job information to support service preparation and customer onboarding.
- Maintain assigned meeting notes, decisions, and follow-up items, and communicate outstanding administrative needs to service managers.
- Provide administrative coverage across Emerging Markets service operations and coordinate with Parts, Sales, Service, and other support teams as needed.
- Follow all safety rules and regulations while performing work assignments and adhere to all policies and procedures as specified in company manuals and as directed in the employee handbook.
- Conduct self in the presence of customers and community so as to present a professional image of RDO Equipment Co.
- Proactively seek and participate in available company-sponsored training, in an effort to develop and advance knowledge base and skill set.
- Participate in all company/location driven communication efforts, including open book meetings, huddles, department meetings, and other related efforts.
- Maintain a positive and professional working relationship with peers, management, and support resources, with a constant commitment to teamwork and exemplary customer service.
- Perform all other duties as assigned by management in a professional and efficient manner.

Job Requirements:

- Strong organizational skills with the ability to manage multiple priorities and follow assignments through completion.
- Strong attention to detail with the ability to maintain accurate service, billing, and customer documentation.
- Strong computer skills and the ability to learn dealership, manufacturer, and business systems.
- Knowledge of service department processes and work-order administration preferred.
- Excellent verbal and written communication skills.
- Strong customer service and relationship-building skills.
- General understanding of heavy equipment, mechanical terminology, or technical service environments preferred.
- Ability to work effectively across Service, Parts, Sales, and other support functions. Candidates must have valid work authorization and be able to work in the U.S. without company sponsorship

Essential Job Functions:

Activity Hours Per Day	**Never** 0 Hours	**Occasionally** Up to 3 hours per day	**Frequently** 3-6 hours per day	**Constantly** 6-8+ hours
Sitting				X
Walking			X	

Standing			X	
Bending (neck)			X	
Bending (waist)			X	
Squatting		X		
Climbing		X		
Kneeling		X		
Crawling		X		
Twisting (neck)			X	
Twisting (waist)			X	
Hand Use: Dominant Hand Right___ Left___				
Is repetitive use of hand required?				X
Simple Grasping			X	
Power Grasping		X		
Fine Manipulation		X		
Pushing/Pulling		X		
Reaching (above shoulder level)		X		
Reaching (below shoulder level)		X		
Lifting:				
0-10 lbs.			X	
11-25 lbs.			X	
26-50 lbs.		X		
51-75 lbs.	X			
76-100 lbs.	X			
Carrying:				
0-10 lbs.			X	
11-25 lbs.			X	
26-50 lbs.		X		
51-75 lbs.	X			
76-100 lbs.	X			
Driving cars, trucks, forklifts, other equipment?		X		