



TITLE: Repair Administrator

DEPARTMENT: Equipment Repair

JOB LOCATION: Hudson, NH

REPORTS TO: Equipment Resource Manager

POSITION OVERVIEW:

The Repair Administrator will facilitate the administrative component of the Game Creek Video Repair Department. This role will help expedite equipment repairs to and from the Game Creek Video headquarters. This will be accomplished through a variety of administrative duties and correspondence with core vendors. Additional duties include processing and handling items at the repair receiving desk in the shop.

5 KEY RESULTS THAT DEFINE SUCCESS IN THIS JOB:

- The pace of equipment repair is expedited
- The information and accounting of each repair is accurately reported
- Vendor and in-house invoices are accurate
- Repair costs are communicated to management
- Handle items at the repair receiving desk and keep repair staging area organized

JOB RESPONSIBILITIES:

- Submit RMA requests with vendors and attach the appropriate paperwork to each ticket
- Update ticket statuses in Mantis for each step in the repair cycle
- Receive shipments of items needing repair and items returning from vendors – open boxes and check in equipment following proper procedures
- Follow inventory control procedures ensuring barcodes and serial numbers are kept accurate throughout the equipment repair process
- Identify discrepancies on tickets and mark them for review
- Print repair tags and organize items on repair staging racks
- Move items ready for vendor repair to shipping area
- Review repair quotes and invoices to ensure accuracy
- Communicate with client Account Managers about billable repair estimates and invoices
- Create GCV Repair Department invoices for repairs completed in-house and send them to Account Managers
- Other departmental projects and reports as assigned

JOB REQUIREMENTS:

- Must be very organized, detail-oriented, and possess a high degree of accuracy
- Excellent verbal and written communication skills; communicate pertinent information clearly, accurately, thoroughly, and effectively with all levels of the company in a timely manner
- Ability to manage a fluctuating workload with competing priorities
- Strong follow-up skills
- Self-motivated personality with exceptional attendance and punctuality
- Ability to work in a team-oriented environment while maintaining an individual workload

MINIMUM QUALIFICATIONS:

- Bachelor's Degree or equivalent experience
- 1-3+ years of previous work experience in cost and/or repair order management
- Excellent computer skills, especially high proficiency with Microsoft Office
- Ability to learn different software platforms
- Ability to sort, check, count, and verify numbers; add, subtract, multiply, and divide in all units of measure using whole numbers, common fractions, and decimals

PHYSICAL JOB REQUIREMENTS:

- Must be able to walk or stand up to 8 hours at a time
- Ability to bend, squat, kneel on both knees, and climb stairs frequently
- Ability to lift up to 50-75 lbs. frequently
- Ability to carry 50 lbs. a distance of 50 feet occasionally
- Ability to pinch (10 lbs.) and grip (50 lbs.) related broadcast equipment
- Must be able to maintain a position within a space 3.5 - 4 feet tall up to 1 minute occasionally
- Ability to horizontally transfer 40 lbs. on a push-pull cart up to 50 feet
- Ability to vertically transfer 50 lbs. on a push-pull system with upper extremities only from 4.5 – 6 feet
- Ability to ascend and descend a ladder

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