

## Service Administrator

### Location:

Orangeville

### About CanCrete:

Founded in 2013, CanCrete Equipment Ltd. is the exclusive Putzmeister dealer in Canada and a leading provider of concrete pumping equipment, parts, and specialized service support. Serving the Canadian concrete industry, CanCrete operates as a comprehensive pumping solutions and support centre, delivering equipment, parts, technical service, and expert advice tailored to customer needs.

With deep industry experience and a strong understanding of the operational challenges facing concrete professionals, CanCrete is built on long-term, mutually beneficial customer relationships. Our reputation is grounded in high-quality, well-researched products, dependable service, and knowledgeable technical support – ensuring our customers have the solutions they need to succeed.

### Role:

As a Service Administrator at our Orangeville location, you will play an essential part within CanCrete by using your knowledge and skills to advise and assist customers with supplying accurate parts while providing outstanding customer service.

### Responsibilities

#### Equipment Rental

- Answer customer inquiries and provide rental solutions and verify equipment availability through accurate inventory records, communicating with the Sales Department as necessary
- Prepare, send out and follow up on quotes to the customer in a timely manner
- Create and process rental agreements with accuracy
- Coordinate equipment pickups and communicate timelines clearly
- Take payments as needed
- Collaborate with the Service Department to address equipment repairs and maintenance scheduling
- Maintain supportive/productive relationships with customers
- Escalate customer feedback for appropriate resolution
- Manage equipment check-out and check-in processes, maintain photographic documentation of equipment condition before and after use, and complete required inspection and condition reports.

#### VANCOUVER

13885 115 Ave. Unit 7 & 8  
Surrey, BC V3R 0R8  
P. 604.262.1813

#### CALGARY

20 Heatherglen Crescent  
Rocky View County, AB T1X 3C8  
P. 587.471.7867

#### TORONTO | HQ

1810 Meyerside Drive  
Mississauga, ON L5T 1B4  
P. 416.749.2843

#### ORANGEVILLE

150 Centennial Road  
Orangeville, ON L9W 5K2  
P. 519.942.8844

#### MONTREAL

1855 Rue Cunard  
Laval, QC H7S 2C7  
P. 514.884.0076

**Service Responsibilities**

- Create, process, and close customer work orders
- Coordinate service requests received from walk-in and phone customers
- Process customer payments for completed service work/sales orders
- Support technicians by coordinating parts requirements and service-related documentation
- Leverage technical knowledge and product manuals to identify and troubleshoot parts requirements
- Research and identify parts numbers using manufacturer manuals and documentation
- Prepare, send, and follow up on parts quotations in a timely manner
- Escalate concerns regarding quality, pricing, delivery times, inventory availability, or service issues
- Coordinate with other locations to fulfill parts inquiries and orders
- Review open and shippable sales orders to ensure departmental KPIs are achieved
- Understand supplier pricing structures, ordering requirements and inventory levels
- Communicate supplier and inventory changes to affected departments
- Submit parts orders and requests to purchasing
- Process and receive vendor purchase orders as required

**Qualifications:**

- Minimum high school diploma although post-secondary education is an asset
- Forklift experience
- Experience reading manuals, ordering and/or selling parts
- An understanding of concrete, construction, and concrete pumping would be an asset
- SAP system experience would be an asset
- Interpersonal, oral, and written communication skills
- Ability to prioritize and manage time and assignments
- Engages and operates with a high level of integrity and reliability
- Proficiency in using Microsoft Office Suite applications
- Position may involve repetitive bending and an ability to lift up to 50lbs
- Valid G driver's license