



# Job Description

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**Job Title:** Service Contracts Assistant  
**Department:** Service Contract  
**Reports to:** Service Contract Manager  
**FLSA Status:** Non – Exempt; 8:00 am – 5:00 pm, Monday – Friday (40 hours per week)  
**Revision Date:** May 23, 2017

## **Service Contracts Assistant Function:**

Coordinate and review the formulation and finalization of contracts as required in coordination with management and staff. Ensure compliance of appropriate regulations. Research and prepare analysis as required.

## **Responsibilities:**

- Administer and supervise contract monitoring, contract administration and compliance
- Coordinate with staff to ensure proper billing and collection of contractual revenue
- Develop and prepare regular reports on the status of contracts
- Determine the priorities, goals and objectives of work functions assigned
- Resolve contract payment disputes and confer with other departments concerning contract payments and compliance
- Implement and interpret policies and procedures. Develop, recommend and coordinate the implementation of new procedures for the assigned function
- Perform and/or review contract payment and inventory audits
- Maintain computer database for the contract management system
- May provide direction to staff regarding relevant contract provisions
- Must be able to reply to all inquiries relating to service contracts
  - Rates, Dates, Coverage type, Excess charges, Extended warranties, Renewals, upgrades and downgrades
- Data entry and maintenance in accounting software program
- Set up and billing service contracts, barter and service in lease agreements
- Maintain and prepare contract renewal documents
- Conduct special projects as assigned
- Perform other job related duties as necessary or assigned

## **Job Description:**

Knowledge of:

- Principles, procedures and governing regulations of contract services
- Operations, services and activities of lease negotiations and contract compliance



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## Skill and Ability to:

- Interpret and explain policies and procedures
- Prepare clear and concise reports
- Establish agreement monitoring systems
- Oversee professional services agreements
- Communicate clearly and concisely, both orally and in writings
- Establish and maintain effective working relationships with those contacted in the course of work including co-workers and the general public
- Work independently in the absence of supervision
- Knowledge of sales support techniques and procedures, maintaining records, reporting applications
- Coordinating skills to organize and maintain sales records
- Should be thorough with all administrative tasks
- Must have knowledge of computer programs including Microsoft Word, Excel, Outlook and Power Point
- Ability to deal with sales teams and customers
- Strong mathematical skills. Ability to calculate well
- Should possess good business acumen.
- Exhibit professionalism while dealing with tough internal as well as external customers.
- Excellent organizational, written and verbal skills
- Typing minimum of 40 wpm

## **Experience:**

- Three to five years' experience in the preparation, administration and monitoring of contracts

## **Education Required:**

- High School Diploma
- Associates degree in Business (Preferred)

Related education and experience may be interchangeable on a year for year basis. Related education may be substituted for experience on a year for year basis.