JOB DESCRIPTION

| **Title** | SERVICE WRITER | | |
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| **Reports To** | [INSERT TITLE] | | |

**Job Purpose**

The Service Writer acts as the middle person between customers who need repairs performed and the technicians who will provide those repairs.

The Service Writer must be able to empathize with their consumers in order to build long-term, mutually beneficial relationships. Clients' requests are translated into work orders for technicians by service writers, who then produce quotes for customers and bill them after the work is completed.

**Responsibilities**

Overall Responsibilities include:

* Welcome the customer on arrival and obtain information about the unit and what is wrong with the unit using the Work Order Information form.
* Explain the diagnosis process and the nature of the work performed and all the costs to the customer and have customer sign off on a diagnosis
* Advise customers the importance of maintenance, based on the manufacturer’s technical features and suggest maintenance schedule
* Ensure that customers are informed of all promotions and services provided by the dealer.
* Determine parts needed to be ordered for work orders or customers inquiring about parts and pricing.
* Compose repair estimates for internal and external customers.
* Prepare a list of required parts and labour times for each job.
* Explain diagnostic test results to the customer.
* Perform tests.
* Other tasks assigned.

**Core Competencies**

* Ability to write and speak effectively one-on-one and within a group.
* Excellent customer service and conflict resolution skills, maintains high standard of customer satisfaction
* Ability to listen carefully and to give precise instructions.
* An understanding of financial principles relative to retail service operations.
* Ability to interpret internal reports.
* Strong organizational skills.
* Ability to work under minimal supervision with computerized systems.
* Ability to work with schematics.
* Positive attitude, punctuality, and a strong work ethic.
* Strong communication skills, ability to listen carefully and to give precise instructions.
* Ability to work in a team environment, providing assistance and support to co-workers so common goals are achieved.
* Highly approachable, customer-oriented individual who thrives on offering exceptional service to customers.
* Flexibility to work at all locations.
* Follow and enforce all safety rules and guidelines, as determined by management.

**Qualifications**

* High school diploma or GED equivalent.
* Post secondary education in a related field is considered an asset.
* General understanding of mechanical/technical terms.
* Working knowledge of computers (MS Office in particular).
* Good mechanical knowledge and the ability to spot potential faults with equipment and carry out the necessary repairs.
* Excellence in explaining complex industry subjects in terms that are understandable to consumers.
* A high level of computer and data-entry proficiency.
* Skills in planning and keeping records.
* Previous experience and previous brand specific training.

**Working Conditions**

* Working days is <insert number> days per week
* Work requires 8 hours shift; overtime may be required
* Long periods of sitting or standing may be required
* Some exposure to the elements or varying temperatures, both hot and cold, is possible