

# Service Writer



## Position Specifics:

**Reports to:** Location Manager and Service Lead

**Supervises:** None

## Purpose:

Responsible for all work flow through the service counter by providing excellent service to customers, getting detailed information from customers for work order repairs and troubleshooting repairs via phone. Additionally, assists the Parts Department with walk-in and phone orders as well as other duties within the parts department.

## Responsibilities:

- Greet all incoming customers in a professional, courteous manner, and continuously strives to increase customer satisfaction
- Fields internal & external inquiries and incoming telephone calls and responds in a courteous, Professional manner.
- Maintain a professional appearance and attitude at all times.
- Opens work orders for customers bringing equipment in for service.
- Prepare work orders for review by service management for billing by checking grammar, apply MST's, reconcile hours, and close to proper GL account
- Close work orders and accept customer payment on billings.
- Load and unload customer equipment and tag incoming equipment.
- Be on time and at work as scheduled.
- Acknowledge and adhere to all guidelines and policies as described in Middletown Tractor employee handbook.
- Foster and maintain excellent relations between customers and dealership.
- Maintain Service Department filing and records and scanning of documents.
- Updates customer profiles using equipment, hours, or other information from the customer work orders
- Communicate well with other employees and be a team player.
- Responsible for the scheduling of pickup and delivery of all equipment.
- Update the Customers directions and enter into computer.
- Perform other miscellaneous duties as assigned.
- Maintain clean and organized work space.

## Experience, Education, Skills and Knowledge:

- 2+ Years' Experience in **similar role**
- Basic knowledge of accounting practices
- Must have proficient computer skills and the ability to use standard desktop load applications such as Microsoft Office and internet functions
- Knowledge of office procedures
- Parts counter sales experience (Preferred)
- General understanding of mechanical/technical terms is preferred
- Enjoy having fun with co-workers and customer (REQUIRED)
- High School Diploma or equivalent experience