

Job Description

Company Name is currently accepting applications for a full-time **Service Writer**. Provide administrative support to the Diesel Service Center (DSC) under the direction of the DSC Manager.

Key Responsibilities:

- Assist in billing operations of the DSC Department.
- Answer department telephones and assist customers at service counter.
- Establish and maintain customer accounts.
- Keep track of backorders, ensure order and requisition fulfillment occurs in a timely manner; monitor job status and parts availability.
- Support and assist department management in processing vehicles, rebuilt units and related cores.
- Maintain general department filing operations; file warranty claims and maintain work orders.
- Assist DSC Department.
- Operate in conformance with the requirements of the Company Name quality management system.
- Perform other related duties and assignments as required.
- Provide feedback on system needs/changes.
- Assist other employees both in and out of the department.
- Maintain positive and respectful attitude toward customers and vendors.

Requirements:

High school diploma or equivalent. Vehicle repair or service writing experience preferred. Proficient in word processing and spreadsheet programs. Detail oriented. Customer service oriented. A self-starter with initiative. Ability to make informed decisions quickly and independently. Strong interpersonal communication skills.