



Job Description

Issue Date : 09/20/2012
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Last Revised : n/a

Job Title: Service Writer Full Time Non-Exempt Position

Prepared By	Date	Departmental Review	Date	Management Review	Date
HR Director	09/20/2012	Assistant Service Manager	09/20/2012	HR Director	09/20/2012

Reports To: Assistant Service Manager

Supervisory Status: No

Description:

- This position is the first person the customer talks to in the service department, it is essential that helpful and knowledgeable demeanor is demonstrated. Must be aware of service department policies and procedures, along with the correct procedure to open and close retail work orders.

Duties:

- Checking condition of bus at arrival.
- Communicates with the driver/customer on service requirements of vehicle.
- Fills out the work list, repair order and all applicable factory warranty paperwork.
- Writes up retail work orders using Board of Consumer Affairs, "Write It Right" guidelines.
- Keeps track of the status of vehicles on the priority board.
- Communicates the status of the vehicle with the customer.
- Communicates the cost associated with the repairs with the customer.
- Answers telephones.
- Keeps track of vehicles that are off property.
- Communicates with service department management on status, quotes, and pricing.
- Must maintain positive relationship with vendors, customers, and employees. This includes positive demeanor, and can do attitude.
- Coordinate with sales, parts, and warranty departments as required.
- Communicate with accounting and shop management with respect to customer payment for services.
- Other duties as assigned.

Education/Experience Required:

- High School Diploma or equivalent and two years general office experience
- Willingness and ability to work as a team player
- Strong verbal and written communication skills
- General knowledge of office practices and procedures
- Self-starter, highly motivated and exhibits great initiative
- Computer skills (Word, Excel)
- Good typing skills

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