

TITLE: SERVICE WRITER

STATUS: FULL TIME NON EXEMPT POSITION

REPORTING RELATIONSHIPS:

- Reports To: Assistant Service Manager
- Supervisory: No

JOB SUMMARY:

- 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.

ESSENTIAL DUTIES:

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

SKILLS, KNOWLEDGE AND ABILITIES:

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