

JOB POSTING DETAILS

Job Title	Service Writer	Job Type	NA
ES Job ID	3637	Duration	NA
Date Posted	September 21, 2022	Location	Spragge
		Closing Date	October 7, 2022

Job Overview - Description & Duties

Service Writer

Algoma Chrysler is looking for a Service Writer to join our team and act as our liaison for customers to address their vehicle repair needs.

A Service Writer's responsibilities include documenting the repairs needed and scheduling appropriate technicians for each job in our computer system.

Duties include:

- Ensure that the needs of our customers are met, coordinate transactions, and estimate both time & costs to ensure everything runs smoothly for our customers.
- Developing strong customer relationships through successful management of customer needs
- Maintaining computerized customer profile information
- Monitoring customer records to check for regular scheduled servicing and future work
- Develop cost estimates, logging needed parts and the time needed for repairs
- Schedule the most appropriate Service Technician for each job
- Convey all necessary information regarding costs, parts, work and Technicians to customers
- Call the customer to arrange appointments
- Meet with customers to discuss their requirements and relay those requirements to the Service Technicians
- Contact customers in the case of additional work to relay the details and extra costs
- Enter the details of repair jobs on the company's network and prepare repair instructions

Required Skills

- Proven work experience as a Service Writer or similar role
- Computer literacy and knowledge of office software programs
- Excellent communication and customer service skills
- Strong record-keeping skills
- The ability to understand and relate technical issues to the service team from customers' non-technical descriptions
- A high school diploma or equivalent is preferred

Other Requirements

NA

How to Apply

Please submit your application to darrinrobins@gmail.com with 'Service Writer - Spragge' in the subject line.

Only persons who are legally allowed to work in Canada can apply for this job.