



## Service Writer

### Currie Truck Centre – Alliston

#### Shift:

Mon –Thurs 8am -5:30pm

Friday- 8am – 4:30pm

Occasional Saturday shifts 8:00 a.m. -12:00 p.m. as required

#### Permanent, Full time

Currie Truck Centre is currently searching for a highly motivated **Service Writer** in our Alliston location. This position is responsible for providing exceptional front-line customer service while supporting all aspects of the service department.

The Service Writer gathers all pertinent information about the Customer, vehicle and requested repairs upon vehicle check in and initiates the repair process in co-ordination with the Service Manager. Communication to and from the Customer and Shop throughout the repair process is essential, including providing regular updates and requesting and receiving P.O.'s and advising the customer when the repair has been completed. The Service Writer reports directly to the Service Manager.

#### Primary Duties/Responsibilities

- Schedule Service appointments in conversation with the Service Manager
- Maintain the Electronic Service Schedule
- Answer & Direct all incoming calls to Service Personnel as applicable
- Collect all pertinent information about the Customer, vehicle, and requested repairs to initiate the repair process in co-ordination with the Service Manager
- Determine payment method when dealing with a Cash/COD customer
- Obtain signatures/P.O. for initial authorization of repairs
- Advise the credit department when major repairs have been requested so that arrangements for payment can be made.
- Effectively communicate with the Shop and Customers throughout the repair process
- Follow up during the repair process and communicate changes to estimates and time promised as necessary
- Request and receive initial and subsequent Purchase orders and document
- Arrange for sublet repairs as necessary and process associated invoicing
- Contact customer upon repair completion to arrange for pickup/payment as required
- Finalize all documentation & invoicing & Collect payment for Cash/COD customers or charge to A/R for accounts.
- Prepare all documentation as directed in preparation for submission to the warranty department as applicable for warrantable repairs
- Maintain courteous & professional relations with Customers & Dealership Staff
- **Manage the work order closing process in coordination with the Service Manager with the goal of minimizing Work In Process**
- **Communicate with Warranty department on claim discrepancies and make adjustments as required**
- Liaise between customers and dealership in all matters as requested
- Complete all training pertinent to the Service writer position
- Complete all Health & Safety, 5S & Elite Support training
- Assist the Service Manager in all Service Department tasks as necessary
- Other duties as assigned



**Qualifications:**

- 3-5 years working experience in a similar position
- Strong customer service and problem solving skills
- Able to work well under pressure
- Strong attention to detail
- Able to deal with people tactfully & professionally at all times
- Proven data entry, data editing and typing skills
- Experience in all aspects of customer service and people management
- Able to effectively communicate both verbally and in writing
- Strong work ethic and positive team attitude
- Computer literacy
- Ability to work with figures and perform calculations
- Strong oral and written communication skills
- Experience in mechanical/technical automotive environment an asset

**Working Conditions:**

- Overtime may be required
- Sitting at a desk for prolonged periods, standing, stooping and bending
- Fast-paced environment, attention to detail

We offer a Competitive compensation plan and Benefits.

Qualified applicants apply with a cover letter and resume, quoting position title via email to [hr@currietruckcentre.com](mailto:hr@currietruckcentre.com) or visit our website for details <http://www.currietruckcentre.com>

We thank all applicants for their submissions, however only those chosen for an interview will be contacted.