

Service Writer – Job Description

Reports To: Service Manager

Subordinates: None

Salary: \$12.50/hour

Start date: June 18, 2012

Closing Date: May 31, 2012

Job Requisites:

The individual in this position should be personable, a self-starter, a problem solver, reliable, ethical, intelligent and able to adapt to all of the forces around them – customer, suppliers, department employees, co-workers and manufacturers' employees.

Education/Training/Experience

- High School Diploma
- A certificate or diploma in a related field preferred (Business Admin- Human Resources, Agribusiness)
- 1-2 years working experience in a customer services position
- Strong attention to detail
- Able to deal with people sensitively, tactfully, diplomatically, and professionally at all times
- Proven data entry, data editing and typing skills
- Strong work ethic and positive team attitude
- Knowledge of agricultural equipment an asset

Job Outline

Responsible for the effective performance of miscellaneous secretarial duties and clerical function within the service department.

- Prepares correspondence as directed
- Performs clerical functions to support the work order process
- Receives and distributes all correspondence and service information for the department
- Maintains control logs on all items directed by the department
- Communicates with all service contacts in a professional manner
- Maintains all department files and ensures material is properly filed
- Process time cards efficiently, confirming all entries are correct before submission
- Enforces all policies and procedures as specified in the company manuals
- Maintain excellent customer relations