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*Superior quality off road & remote access vehicles. [www.trackinc.com](http://www.trackinc.com) Snow grooming, Terrain maintenance, Transportation*

## **SERVICE WRITER**

A Service Writer's responsibilities revolve around the needs of the customer. He or she acts as a liaison between the customer and the service manager/business that provides the repairs and maintenance. The service writer will facilitate transactions between customers and the company.

Service Writer skills and qualifications should include the following:

- Excellent customer service
- Problem-solving and listening skills
- Patient disposition and ability to resolve conflicts
- Product knowledge
- Organization Skills
- Computer Competencies

Service Writer Duties:

- Interact with customers, listen to the questions and concerns and provide timely responses
- Educate customers about company's products, services and offers
- Cold calling to generate additional service sales
- Shadowing or hands on training with Track Inc Equipment
- Travel to customer locations to generate accurate service estimates
- Assist with service schools
- Prepare cost estimates for customers by determining labor, supplies and materials needed
- Schedule appointments, take orders, monitor service progress and calculate charges
- Review customer accounts and report changes to internal staff
- Serve as a customer relationship manager
- Assist with or perform administrative tasks, such as (but not limited to)
  - Time management
  - Weekly safety meetings
  - Finalize estimates for billing
- Develops working knowledge of industry regulations, restrictions and laws and ensures service department adheres to all regulations.