

# SERVICE WRITER

A service writer supports a service manager and assists in the daily operation of the service department by maintaining records and documentation associated with servicing of equipment.

## WHAT RESPONSIBILITIES WILL I HAVE?

- Answer phone calls in the service department and wait on customers at the service counter
- Assist in scheduling work, answering questions and advising on repairs within established guidelines
- Communicate with customers on additional repairs needed and obtain approval
- Start repair orders, enters tech notes and parts on orders, review for accuracy and obtain service manager approval before finalizing
- Process warranty claims including computation of charges and filing with the correct manufacturing company in a timely, accurate manner; follow up to be certain that claims are paid
- Assist service manager in coordinating special promotions, clinics and other departmental events
- Generate reports and completes other paperwork as requested
- Review technician time postings for accuracy and assist time reporting
- Assist customers with picking up, dropping off, loading and unloading equipment
- Coordinate transportation for equipment coming and going between the dealership and customer sites
- Work with delivery drivers and third party vendors to assure timely pickup & delivery
- Assist the service manager in assuring that the shop is in compliance with governmental regulations, safety guidelines, company policies, and up-to-date on manuals and other resources



## WHAT EDUCATION & TRAINING IS REQUIRED?

High school diploma required; Associate's degree in agriculture or construction equipment preferred

## THE FOLLOWING HIGH SCHOOL COURSES ARE RECOMMENDED...

Agricultural education, industrial technology, mathematics, business and computer courses

## TYPICAL EMPLOYERS

Equipment dealers or other mechanical service providers

## FUTURE JOB MARKET/OUTLOOK



## SUGGESTED PROFESSIONAL ORGANIZATIONS & ASSOCIATIONS

- North American Equipment Dealers Association
- Regional Equipment Dealer Associations
- National FFA Alumni Association

## AVERAGE ANNUAL FULL-TIME SALARY

\$36,000