

Sunrise Express

<https://www.sunriseexpress.com/job/service-writer/>

Service Writer

Description

Our busy repair/restoration shops are seeking a qualified Service Writer/Advisor. This person would be responsible with working one on one with our customers and technicians. Scheduling as well as project managing.

Responsibilities

Greet customers when they arrive and gather all required information to assist them with honest guidance; schedule service appointments; consult with mechanics about necessary repairs and possible alternatives to expensive work; provide customers with in depth information about available aftermarket and OEM (original equipment manufacturer) part options; answer questions about service outcome (after consulting with mechanic if necessary); advise customers about warranty protections and potential cost savings; manage and oversee the service center's workflow and scheduling; call customers to inform them of changes in service or the let them know their vehicle is ready for pick up; and translate customer's concerns and issues into standard repair terminology.

Qualifications

High school diploma or GED; good problem solving ability; extensive knowledge and/or willingness to learn automotive and/or semi industry and parts; excellent communication skills; ability to communicate equally well with mechanics, customers, and senior management; and familiarity with RO Writer/TMT preferred, but not required.

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Hiring organization

Sunrise Express

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