



## Position Description

**Position Title:** Service Writer

**Work Location:** Nisku

**Department:** Transportation

**Title of manager this position reports to:** Shop Manager

**Positions reporting to this role:** N/A

**Work Rotation (if applicable):** N/A

**Work Days / Hours:** Monday to Friday 8 am to 4:30 pm with ½ hour lunch

**Purpose of Role:**

Provides estimated cost analysis of heavy duty/automotive repairs and routine maintenance. The Service Writer determines the services necessary, predicts the time needed for completion and stays in constant communication with the Shop Manager and dispatch during the repair process. The Service Writer determines services needed by accessing information obtained by technicians, drivers DVIR report, and referencing auto manufacture's service intervals.

### CORE RESPONSIBILITIES

- Prepares service estimates, sells routine maintenance / repair services;
- Schedules appointments, answers phones and collects funds for services performed;
- Assists with the coordination of alternate transportation, rental car reservations, shuttle etc.;
- Generate and review repair orders;
- Coordinate schedule with the Dispatchers for repairs on units;
- Performs other duties as requested.

### REQUIRED QUALIFICATIONS, WORK EXPERIENCE, SKILLS

- High School Diploma;
- Minimum 5 years experience within a maintenance shop environment;
- A Valid Alberta Class 1 Driver's license would be considered an asset;
- Experience with Cummins engines, hydraulic system, Super B, and Managers plus computer program would be considered an asset;
- Experience and considerable knowledge of the methods, materials and equipment used in the maintenance and repair of various types of heavy duty/automotive equipment and other power driven equipment and tools.

### PHYSICAL REQUIREMENTS / WORK CONDITIONS

- Physical demands are moderate, consisting primarily of sitting, standing, walking, lifting, and carrying moderately heavy boxes up to 50 pounds;
- Work is performed in an office, with occasional yard visits. Occasional exposure to diverse weather conditions such as wind, heat, cold, and rain.

This Position Description In No Way States Or Implies That These Are The Only Core Responsibilities To Be Performed By The Employee Occupying this position. Employees will be required to perform any other job-related duties assigned by their supervisor. All safety sensitive positions will require pre-employment drug and alcohol screening.