



Job Opening for Service Manager/Service Writer
Full Time
Location: Anderson, Indiana
Phone 765-649-4902
Email: careers@rileyandsons.com

Description

This individual will run and maintain the Anderson Mechanical shop. The work includes Customer pay repairs and collision mechanical repairs. As the service writer you will provide accurate estimates (cost, time, effort) for a repair to customers. This person will also set schedules and assign tasks to service department employees and maintain effective employee relations. This individual will answer technical questions about vehicle problems, warranties, services, and repairs. This person will reinforce company policies and adheres to company standards. They will manage technician productivity and encourages compliance with applicable laws and regulations. This individual will take ownership of the customer's experience by carrying out those additional assignments that allow the shop to leave a positive impression with the customer.

Responsibilities

- Schedule future maintenance sessions and advise motorists on good vehicle use
- Maintains customer satisfaction scores at or above company standards
- Interact with outside vendors
- Provide accurate estimates (cost, time, effort) for a repair or maintenance job
- Keep logs on work and issues
- Maintain equipment and tools in good condition
- Assists in diagnosing vehicle problems
- Works with upper management to help administer company goals

Requirements

- Excellent knowledge of mechanical, electrical and electronic components of vehicles
- Must have computer proficiency-(Mitchell One experience is a plus)
- 5 years in service management or assistant service management role is required
- Working knowledge of vehicle diagnostic systems and methods
- Willingness to observe all safety precautions for protections against accidents, dangerous fluids, chemicals etc.
- High school diploma is preferred; Certification from a vocational school
- Valid certification (e.g. ASE) is a definite plus

Continue next page



Benefits

We are a 60 year old Family owned Business. Our benefits include Major Medical, Vision, and Dental. We offer paid vacations and paid major Holiday's. We also offer a 401 K retirement plan.

Please come and join our team of professionals. Riley & Sons is the largest collision and Mechanical repair facilities in Madison County, founded in 1957. Please fill out online application, at <http://www.rileyandsons.com/JobOpenings.aspx> or call 765-649-4902