



Job Opening for Service Writer

Full Time

Location: Pendleton, Indiana

Phone 765-778-3194

Email: careers@rileyandsons.com

Description

We are looking for a skilled Service Writer to initiate automotive services and repairs by ascertaining performance problems and services requested; developing estimates; writing repair orders; maintaining customer rapport and records.

Responsibilities

- Ascertains automotive problems and services by listening to customer's description of symptoms; clarifying description of problems; conducting inspections; taking test drives; checking vehicle maintenance records; examining service schedules.
- Develops estimates by costing materials, supplies, and labor; calculating customer's payment, including deductibles.
- Prepares repair orders (RO) by describing symptoms, problems, and causes discovered, as well as repairs and services required; obtaining approval signatures; entering RO into service database system.
- Maintains customer rapport by explaining estimates and expected return of vehicle; obtaining customer's approval of estimates; obtaining and providing contact telephone numbers; answering questions and concerns; arranging towing and temporary transportation.
- Maintains automotive records by recording problems and corrective actions planned.
- Updates job knowledge by participating in educational opportunities; reading manufacturers' publications.
- Enhances organization reputation by accepting ownership for accomplishing new and different requests; exploring opportunities to add value to job accomplishments.

Requirements

- **High school diploma/GED required**
- **Extensive knowledge of automotive industry and parts**
- **Excellent communication and organizational skills**
- **Ability to communicate equally well with mechanics, customers and senior management**
- **Familiarity with R.O. Writer preferred, but not required**
- **Valid Driver's License**

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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 765-778-3194