

K&T Irrigation Inc.
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West Fargo, ND 58078
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POSITION: SERVICE WRITER

Job Summary:

We are looking for the right individual who can provide excellent customer service and sales support while contributing to the efficient, safe, and profitable operation of this company. This individual is responsible for assisting the Business Project manager in effectively running the service department by accomplishing objectives using proper service call procedures, good communication, prioritizing needs, and sound decision making. The service writer supports the project manager and assists in the daily operation of the service department.

Major Duties and Responsibilities:

1)Service Call Management

- Answer phone calls in the service department and assisting walk-in customers when needed
- Manage the incoming service calls and start the service order process
- Assist in scheduling work, answering questions, and advising on repairs within established guidelines
- Communicate with customers on additional repairs needed and obtain approval
- Coordinate transportation for equipment to and from job sites
- Proactively communicate with customers keeping them advised on schedules, statuses, and completion of their service calls.
- Communicating service call needs to the parts department and assisting with any logistical challenges.

2)Daily Administrative Duties

- Daily invoicing of completed service calls
- Overseeing and collecting of company credit card receipts, trip logs, and other daily paperwork
- Processing the company's daily deposits
- Conducting customer satisfaction surveys with all Service Call customers
- Actively assisting the Project Manager with planning and organizing the fulfillment schedule.
- Supporting the Project Manager and assisting with various department tasks

4)Projects and Other Duties

- Advertising new job openings, and pre-screening potential applicants.
- Assist service manager in coordinating special promotions, clinics, and other departmental events
- Managing the company's Safety program and overseeing the annual safety audit.
- Assisting parts manager with miscellaneous or heavy lifting tasks.
- Assisting owners with completing the annual dealership performance audit.

QUALIFICATIONS:

- High school diploma or the equivalent.
- Ability to read and comprehend instructions and information.
- Agricultural background is helpful
- Two years of experience in a service department.
- Two years of supervisory experience preferred.
- Excellent communication and interpersonal skills.
- Professional personal appearance

Benefits:

- 401(k)
- 401(k) matching
- Dental insurance
- Disability insurance
- Health insurance
- Health savings account
- Life insurance
- Paid time off
- Professional development assistance