



Sherwood Trucks is an authorized Freightliner, Sterling, Western Star & Isuzu dealership with three locations serving northeastern Pennsylvania.

Job Title:

Service Writer / Advisor

Date:

April 3, 2024

Job Description:

1 | SUMMARY OF FUNCTIONS:

Responsible for performing a variety of duties in our Service Department. Supporting our counter customers with service for heavy & medium duty truck repairs.

2 | MAJOR DUTIES AND RESPONSIBILITIES:

Work closely with our customers offering counter and telephone customer support and works closely with our Service department. Knowledgeable on all makes of truck parts and able to resource and inventory as needed. We are an all makes truck dealership.

- Able to manage a fast-paced work environment of service calls and counter support for our customers.
- Greet customer with positive professional attitude
- Open and monitor repair orders (RO's)
- Get clear and concise information from customer regarding repairs or requests
- Able to support our service department to develop quotes for our customers repairs.
- Follow up with customer to ensure satisfaction
- Computer experience is important.
- Able to manage multiple tasks independently.
- Promotes cooperation and teamwork.
- Able to embrace our Safety culture and policies.
- Performs other related duties as assigned.

3 | ORGANIZATIONAL RELATIONSHIPS: Reports directly to our Service Manager. Able to support all other departments as needed to support our customers experience and meeting their expectations.

Job Location:	Drums, PA	Company Industry:	Truck Dealership
Job Role:	Service Writer / Advisor	Position Available:	Now
Employment Status:	Part-time	Employment Type:	Employee
Career Level:	Technical Staff Specialist	Years of Experience:	Minimum 2 years
Business Experience	Heavy Duty Truck Dealership experience is a plus.	Degree:	High School or Equivalent