 **Service Writer Standard Job Description**

**Classification Title:** Service Writer

**FLSA Exemption Status:** Non-Exempt

**Pay Grade:** 10

**Minimum Pay:** $33.46

**Job Description Summary:**

The Service Writer, under direction, receives vehicles and interprets information provided by users in order to diagnose maintenance issues.

**Essential Duties and Tasks:**

**40% Vehicle Maintenance Coordination**

* Receives, inspects, evaluates, and processes documents for damaged department vehicles.
* Coordinates maintenance and repair jobs on department vehicles with appropriate contract vendors and dealers to expedite work and maximize benefits of warranties and service contracts.
* Monitors the use, maintenance, and repair requirements of vehicles to ensure serviceability.
* Coordinates activities of inter-related work teams by prioritizing and assigning tasks to ensure timely completion of all maintenance and repair work.

**30% Customer Communication and Support**

* Communicates with customers during maintenance to notify them of status, any delays, and estimates for additional work requirements.
* Responds to questions and/or complaints from users regarding work performed on vehicles to resolve problems or update users on the status of jobs.
* Maintains high customer satisfaction standards by proactively communicating with customers regarding additional problems and obtaining approval for any extra work.

**10% Supervision and Inspection**

* Acts as backup to the Vehicle Shop Supervisor as required.
* May perform state vehicle inspections.
* Periodically checks on the progress of vehicles during servicing.

**20% Duty Title (for the department's use)**

* Remaining Percentage Can Be Determined by Department to Meet Business Needs or Can Be Incorporated into Percentages Above.

**Required Education and Experience:**

* High school diploma or equivalent combination of education and experience.
* Four years of related experience.

**Required Licenses and Certifications:**

* Valid driver’s license.
* Texas State Inspections License within 60 days of employment.

**Required Knowledge, Skills, and Abilities:**

* Ability to multitask and work cooperatively with others.
* Strong interpersonal and organizational skills.

**Machines and Equipment:**

* Computer
* Phone

**Physical Requirements:**

* Ability to lift and move heavy objects.

**Other Requirements and Factors:**

* Work beyond normal office hours and/or work on weekends.

**Is this role ORP Eligible? If so, it needs to meet the criteria on the** [**Rules and Regulations of the Texas Higher Education Coordinating Board**](https://reportcenter.highered.texas.gov/reports/data/user-friendly-version-of-ch-25/)**.**

[ ]  **Yes**

[x]  **No**

**Does this classification have the ability to work from an alternative work location?**

[ ]  **Yes**

[x]  **No**