



June 9, 2017

POSITION: Service Writer

LOCATION: Mississauga

REPORTING TO: Service Supervisor

FUNCTION:

To assist customers by coordinating service work, opening and processing work orders and invoices, scheduling, ensuring availability of parts and verification/documentation of warranties and produce invoices for the day shift.

DUTIES:

- Assist customers service / parts
- Schedule work
- Schedule technicians
- Create quotes and work plans and check the warranty for ongoing work in the workshop, based on the technician's diagnostic
- Update the customer
- Monitoring claims pending payment
- Data entry / reports using BMS
- Ensure verification and documentation of warranty work
- Opening and closing work orders, processing invoices
- Process Information for payroll
- Work closely with the foreman of the workshop
- Other related duties as required

SKILLS/COMPETENCIES:

- Education: minimum high school diploma, relevant college diploma an asset
- Experience: in diesel mechanics or automotive
- Experience: knowledge of the industry and warranties an asset
- Customer service focus, ensuring that the job is done effectively
- Mediator (Able to resolve conflicts)
- Organized, able to prioritize, autonomous / enterprising, able to work in a fast paced environment
- Ability to work in a team and cultivate a climate of trust
- Cooperative, positive, diligent and courteous
- Calm, multi-tasking abilities
- Good basic technical knowledge
- Good computer aptitude; experience with Microsoft Office
- Flexibility in hours (able to work either day or afternoon shift as required)

If you have any questions or are interested in the above position please contact Laurie Roy
laurie.roy@cummins.com by June 16, 2017

If you require accommodation at during the recruitment/hiring process please let us know in your cover letter.