

Penner Farm Services is currently recruiting for a SERVICE WRITER based in Lacombe, AB.

JOB DESCRIPTION

- Serve customers through timely, professional, and courteous response to service calls
- Assess customers' needs through effective questioning to create a detailed Work Order that communicates the customers' needs to the service technician
- Answer customer questions and assist customers in diagnosing equipment issues using vendor product manuals and questioning service technicians and sales staff
- Schedule service calls and ensure that all Service Technicians have a full schedule daily
- Create and organize Work Orders using computer system (e.g. GP, Service Manager and Salespad)
- Work with Service Technicians and Service Manager to actively recommend preventative maintenance programs to customers
- Work with the sales team to schedule Service Technicians required to perform tasks assigned by the sales team
- Work with Purchasing department to ensure proper parts are stocked and inventory levels are maintained
- Invoicing customers daily, ensuring that costs for the Work Order have been accounted for and billed accurately (parts, mileage, time, etc.)
- Perform various administrative duties including exporting invoices, emailing office staff and customers, tracking parts, etc.
- Work with Service Manager to increase service department efficiency.

REQUIRED SKILLS

- Minimum Grade 12 education or GED equivalent
- Excellent communication skills with a strong sense of customer service; friendly and willing to serve/help
- Proficient working knowledge of windows-based computer programs and MS Office
- Ability to perform in stressful situations
- Great team player and able to work with people from various departments
- Mature attitude with strong ethics and honesty
- Good analytical and problem-solving skills
- Good organizational, time management and prioritizing skills
- Excellent attention to detail
- Demonstrated knowledge of agricultural equipment and related environments and working conditions; Previous experience in the agriculture industry is an asset.

If you are interested in this position and meet the above criteria, please submit your resume in confidence to careers@pennerfarmservice.com by August 19, 2022.