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**Service Writer**  
**Peterborough-Region (Ontario)**

**(File Reference: SW0118)**

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We are recruiting this full-time position on behalf of our Client, a family-owned and operated marine business that is well established and located in beautiful Bobcaygeon.

**KEY ACCOUNTABILITIES:**

Reporting to the Service Manager, the Service Writer is responsible for:

- Building and maintaining positive customer relationships through friendly, highly responsive, and professional care in order to strengthen customer loyalty and dealer reputation.
- Meeting, greeting and serving service/storage/rental walk-in & phone customers.
- Fielding questions, resolving complaints and answering email requests professionally and efficiently providing responsive and welcoming interactions.
- Communicating with customers by email/phone call to schedule storage/service/rental and provide status updates to customer through to completion.
- Producing up-to-date and detailed repair orders, storage/rental bookings/contracts and estimates in a timely manner.
- Tracking all orders through the Service and Storage/Rental processes by effectively communicating with team members.
- Closing out / billing invoices immediately upon completion. Notifying customers of completion. Collect funds for completed work.
- Preparing and maintaining schedules for service and storage/rentals.
- Planning work flow with the service manager to ensure that all orders/contract information & details are clearly transferred to service team.
- Ensuring thorough preparation of schedule.
- Ensuring tills are reconciled at end of day. Cash is counted and accounted for and all applicable documentation is placed with cash in till bags and locked daily.
- Selling new and additional services, parts, accessories, sublet, and service projects that would be beneficial to the customer.
- Working with marketing to increase awareness of service, rental and storage products in order to increase department revenue.
- Ensuring showroom, front counter and service customer areas are clean, clear of clutter, are safe and appealing.

## Education and Qualifications

The ideal candidate will possess:

- Strong customer service skills (follow up, communication, and rapport building).
- The ability to speak with confidence and honesty to customers.
- A post-secondary education in a related field.
- A drive for success and be goal oriented to meet/exceed targets.
- Ability to think outside of the box to resolve challenges.
- Strong teamwork and follow up skills.
- Strong organization skills with the ability to multi-task.
- Strong computer skills (data entry, system navigation, and email)
- Valid Driver's License.

This position requires weekend work including Sundays.

For further consideration, highly qualified Candidates are invited to submit their resume information in confidence, quoting the above file number. We treat your information confidentially (*please identify any organizations with whom you do not wish your information shared*):

### **SHRP Limited**

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*While we appreciate all applications, we can only contact those individuals selected for interview.*

*We are committed to providing accommodation for persons with disabilities. Accommodation will be provided as part of our hiring process (if accommodation is required, we appreciate Applicants making this request in advance so we can support your needs).*