



# LAKESIDE

## INTERNATIONAL TRUCKS

— IT'S A MATTER OF PRIDE —  
Pride in our self • Pride in our work • Pride in our customer

**Title:** Service Writer  
**Department:** Service Department  
**Reports to:** Service Manager  
(with dotted line to Director, Maintenance Services)

### **PURPOSE:**

Perform Service Department billing function and work closely with Service Department Personnel and Customers as a support person.

### **ACCOUNTABILITIES:**

- Maintain positive customer relations
- Calling for authorizations of needed work
- Assist in pre-printing final customer invoices and close RO's when needed
- Meet and exceed Sales and Profitability Objectives based on the Business Plan
- Marketing of Service Dept.; Up-selling work from inspection sheets
- Maintain Over-aged Warranty to \$0 over 60 Days
- Open repairs orders for customers by phone or at the service counter
- Assist in obtaining 90% or greater direct time on paying jobs
- Write accurate estimates for needed repair work and communicate effectively to the customer
- Ensure detail accuracy for all repair orders
- Achieve overall tech efficiency average of 96% or greater by flat rating all jobs prior to starting on the repairs and monitoring progress of repairs
- Monitor lube account
- Other duties as assigned by the Manager

### **SKILL, TRAINING AND EDUCATION REQUIREMENTS & PREFERENCES:**

- Good math skills
- Good verbal and written communication skills
- Computer and keyboarding skills
- Customer focused
- High School graduate or equivalent
- Previous exposure to vehicle or machine repair terminology helpful
- CDL License