



Job Title: Automotive Service Writer (Customer Service Specialist)

Location: 2828 Stadium Drive, Kalamazoo

Job Type: Full-Time

Company: Express Auto

About Us: Since 1995, we have helped thousands of happy customers drive with confidence while building or rebuilding their bad credit. We've put enough cars on the road to stretch from Kalamazoo to Battle Creek and back. Our used car dealership offers you the best selection and the best prices, plus the service you want.

At Express Auto we are dedicated to offering a hand up to hard-working people who need to overcome their bad credit. We work hard to put good people in good cars with payment plans that enable them to build or rebuild their credit. We've built our dealerships on the same values, offer an honest deal to good people and good things will happen.

Job Summary: As an Automotive Service Writer, you will play a crucial role in ensuring the smooth operation of our automotive service department. You will act as the liaison between customers and our service technicians, providing exceptional customer service and managing the service process from start to finish.

Key Responsibilities:

1. Customer Service:

- Greet customers and provide a friendly and professional first point of contact.
- Listen to customer concerns and gather detailed information about vehicle issues.
- Clearly explain automotive repair options and costs to customers.
- Provide accurate estimates for repairs and obtain necessary approvals.
- Keep customers informed about the progress of their vehicle's service and any unexpected delays or issues.
- Address customer questions and concerns with a friendly and helpful attitude.

2. Scheduling and Coordination:

- Schedule appointments for vehicle inspections and repairs.
- Efficiently manage the workflow of the service department.
- Coordinate with service shop foreman to ensure timely completion of repairs.
- Prioritize and schedule work based on the severity of issues and parts availability.

3. Documentation and Record Keeping:

- Maintain accurate and organized records of all service orders, invoices, and customer interactions.
- Ensure all customer and vehicle information is entered into the database accurately.
- Prepare and process all necessary paperwork for warranty claims and insurance purposes.

4. Parts and Inventory Management:

- Assist in ordering necessary parts and materials for repairs.
- Keep track of parts inventory and reorder as needed to maintain stock levels.
- Verify the correct parts are received and match them to corresponding service orders.

5. Quality Assurance:



- Perform checks on completed repairs to ensure they meet the company's standards by ensuring work is completed on the RO.
- Address any issues or discrepancies in a timely and professional manner.

Qualifications:

- High school diploma or equivalent; some college or automotive training is a plus.
- Proven experience as an Automotive Service Writer or a similar role in the automotive industry.
- Strong knowledge of automotive systems, repairs, and terminology.
- Excellent customer service and communication skills.
- Ability to effectively explain technical information to non-technical customers.
- Proficiency in using automotive service software and computer systems.
- Strong organizational and multitasking abilities.
- Attention to detail and accuracy in record-keeping.
- Problem-solving skills and the ability to handle difficult customer situations.
- Knowledge of warranty and insurance procedures is a plus.
- Valid driver's license.

Benefits: [Include information about the benefits and perks offered by your company, such as health insurance, retirement plans, employee discounts, etc.]

How to Apply: Interested candidates are encouraged to send their resumes and cover letters to Amir at aghazal@expressauto.com or apply through <https://expressauto.com/employment/>. Please include "Automotive Service Writer Application" in the subject line.

Equal Opportunity Employer: If you would be interested in cultivating a career with a stable, growing and innovative industry leader, we invite you to explore a future with Express Auto. We believe that everyone deserves to be treated fairly. That's earned us the trust of our customers, and an A+ rating from the Better Business Bureau.