

# Sunrise Express

<https://sunriseexpress.com/job/service-writer/>

## Service Writer

### Description

Our busy repair/restoration shops are seeking a qualified Service Writer/Advisor. This person would be responsible with working one on one with our customers and technicians. Scheduling as well as project managing.

### Responsibilities

Greet customers when they arrive and gather all required information to assist them with honest guidance; schedule service appointments; consult with mechanics about necessary repairs and possible alternatives to expensive work; provide customers with in depth information about available aftermarket and OEM (original equipment manufacturer) part options; answer questions about service outcome (after consulting with mechanic if necessary); advise customers about warranty protections and potential cost savings; manage and oversee the service center's workflow and scheduling; call customers to inform them of changes in service or the let them know their vehicle is ready for pick up; and translate customer's concerns and issues into standard repair terminology.

### Qualifications

High school diploma or GED; good problem solving ability; extensive knowledge and/or willingness to learn automotive and/or semi industry and parts; excellent communication skills; ability to communicate equally well with mechanics, customers, and senior management; and familiarity with RO Writer/TMT preferred, but not required.

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### Hiring organization

Sunrise Express

### Date posted

April 3, 2023