



New England Truck Center is looking to hire an experienced **Service Writer** for our Exeter, NH location. This role requires great attention to detail, excellent customer service and communication skills.

A background within the heavy duty diesel industry is preferred but not required.

**General Responsibilities:**

- Capturing and updating vehicle and job info.
- Verifies warranty and service contract coverage, developing estimates, writing repair orders, and maintaining customer rapport and records.
- Communicating with internal staff and customers.
- Accurate documentation and communication of job details.
- Ability to focus and follow through on customer job needs and requests.
- Calculates customer's payment, including deductibles.
- Timely follow through on customer billing.
- Organization of all job details.
- Monitor and report on deadlines and risks.

Schedule is **Monday - Friday** approximately 45 hours per week. Some flexibility required and overtime hours may be available.

**Requirements:**

- 3-5 years of automotive service writing experience.
- Excellent verbal communication and customer service skills a must.
- Effective time management and organizational skills with attention to detail is needed.
- Ability to pass a drug test.

**Compensation for this position is based on experience.**

**Benefits:**

We offer exceptional compensations and benefits packages including 401(k), vacation, health, vision, dental insurances, holiday pay, and opportunity for advancement.