



<b>Job Title:</b>	Service Writer-DSC	<b>Exemption Status:</b>	Non-Exempt/Hourly
<b>Department:</b>	Service	<b>Position Level:</b>	Staff
<b>Reports To:</b>	DSC Manager	<b>Travel Required:</b>	Minimal-up to 10%
<b>Position Status:</b>	Full-Time	<b>Location of Job:</b>	Windsor

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### Company Overview

Diesel Forward, Inc. specializes in Service, Remanufacturing, and Distribution of parts and components for diesel-powered vehicles and equipment. Our goals are to provide first-class customer service, grow profits, invest for the future of the business, proactively manage all relationships, and provide an excellent work environment for our employees.

### Job Summary

Provide administrative support to the Diesel Service Center (DSC) under the direction of the DSC Manager.

### Key Departmental Responsibilities

- Assist in billing operations of the DSC Department.
- Answer department telephones and assist customers at service counter.
- Establish and maintain customer accounts.
- Keep track of backorders, ensure order and requisition fulfillment occurs in a timely manner; monitor job status and parts availability.
- Support and assist department management in processing vehicles, rebuilt units and related cores.
- Maintain general department filing operations; file warranty claims and maintain work orders.
- Assist DSC Department.
- Operate in conformance with the requirements of the Diesel Forward quality management system.
- Perform other related duties and assignments as required.
- Provide feedback on system needs/changes.
- Assist other employees both in and out of the department.
- Maintain positive and respectful attitude toward customers and vendors.

### Performance Factors

All Diesel Forward employees shall exhibit the following:

1. **Attendance and dependability:** The employee can be depended on to report to work at the scheduled time and is seldom absent from work. Employee can be depended upon to complete work in a timely, accurate, and thorough manner and is conscientious, about assignments.
2. **Communication/listening:** The employee communicates effectively and appropriately. Uses good judgment as to what to communicate to whom as well as the best way to get that accomplished. Listens to others and allows them to make their point.
3. **Relationships with others:** The employee works effectively and relates well with others including superiors, coworkers, and individuals inside and outside the company. The employee exhibits a professional manner in dealing with others and works to maintain constructive working relationships.

4. **Safety and security:** The employee actively promotes and personally observes safety and security procedures, and uses equipment and materials properly.
5. **Quality and continuous improvement:** The employee promotes organizational effectiveness by anticipating and dealing with problems. Encourages others to suggest improvements to work processes, and persistently focuses on quality, as well as on results. Seeks ways to improve productivity and effectiveness by identifying sources of mistakes and determining or suggesting a course of action to prevent their recurrence.
6. **Teamwork:** The employee is a team player who contributes valuable ideas, opinions and feedback. Communicates openly and honestly and can be counted on to fulfill commitments made to others.

### Skills & Qualifications

High school diploma or equivalent. Vehicle repair or service writing experience preferred. Proficient in word processing and spreadsheet programs. Detail oriented. Customer service oriented. A self-starter with initiative. Ability to make informed decisions quickly and independently. Strong interpersonal communication skills.

### Equipment/machinery used:

General office equipment, Microsoft Office, PSI.

### Revision History

Revision Level	Revision Date	Section #(s)	Description of Change
A	8/11/05	--	Authored for ISO 9001:2000 compliance.
B	8/29/05	--	Revise Reporting Relationship; Primary Duties and Responsibilities Equipment/machinery used; and Job Analyst.
C	8/12/11	--	Revised job location.
D	9/6/13	--	Updated company name and job title.
E	9/10/13	--	Updated duties and responsibilities and prior work experience.