

Dundas Agri Systems is currently recruiting for a SERVICE WRITER based in Brinston, ON.

JOB DESCRIPTION

Reporting to the General Manager, the Service Writer will provide outstanding customer service by answering calls from customers, ascertaining equipment performance problems, scheduling timely service, and assist in resolving customer issues. This position requires excellent communication and organizational skills.

Job Description:

- Responsible for creating standard operating procedures to help streamline processes, program/software training and customer service training.
- Maintain service spreadsheets, utilization reports, quotes, Lely scheduled service (includes importing Lely parts lists into Salespad) and Boumatic scheduled service
- Serve customers through timely, professional, and courteous response to service calls.
- Answer customer questions and inquiries in diagnosing equipment issues using vendor product manuals and questioning service technicians and sales staff.
- Review all invoices and correct prior to posting in software.
- Clean up outstanding service calls.
- Oversee and schedule service calls and ensure that all Service Technicians have a full schedule daily.
- Create and organize Work Orders using computer system (e.g GP, Service Manager and Salespad)
- Work with Service Technicians to actively recommend preventative maintenance programs to customers.
- Work with the sales department to close calls in a timely manner, and transfer costs to departments as necessary. Work with inventory coordinator to capture all costs associated to Projects, installations, quotes, etc.
- Perform various administrative duties.
- Work effectively to increase service department efficiency.

If you are interested in this position and meet the above criteria, please submit your resume in confidence to careers@agrihub.ca

PROJECTS

EQUIPMENT

SERVICE

SUPPLY

AgriHub Inc., is currently recruiting for a POSITION based in Brinston, ON

REQUIRED SKILLS

- Minimum Grade 12 education or GED equivalent
- Excellent communication skills with a strong sense of customer service; friendly and willing to serve/help
- Proficient working knowledge of windows-based computer programs and MS Office
- Ability to perform in stressful situations
- Excellent interpersonal skills
- Highly motivated and enthusiastic
- Great team player and able to work with people from various departments
- Good decision-making abilities
- Mature attitude with strong ethics and honesty
- Good analytical and problem-solving skills
- Good organizational, time management and prioritizing skills
- Excellent attention to detail
- Demonstrated knowledge of agricultural equipment and related environments and working conditions; Previous experience in the dairy industry is an asset
- Mechanical aptitude

This position allows freedom of movement with periodic sitting, walking, and standing. Lifting over 50 lbs. is not required.

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