



Service Writer

Company Description

Located in DeKalb, IL, Wehrli Custom Fabrication is a small but rapidly growing family owned and operated company specializing in the manufacture of high-performance diesel truck components and custom metal fabrication. Our continuing growth provides a special opportunity for the right person who wants to build professional expertise with a developing company. At WCFab, we are a team-playing group of individuals that take great pride in our reputation for providing the highest quality fabricated parts MADE IN THE USA.

In addition to our metal fabrication, we have a top-of-the-line CNC Machining Department, Powder Coating Services, and Installation division which handles the installation of our product as well as general maintenance and repair on light duty diesel trucks. To aid in the expansion of our product line and manufacturing capabilities, we have relocated (still in DeKalb) to a newly constructed state of the art, climate controlled, 112,000 sq ft facility as of January 2022.

Position Summary

This position is responsible for acting as our liaison for customers to address their vehicle upgrade and repair needs. A Service Writer's responsibilities include documenting the repairs needed and scheduling appropriate technicians for each job in our computer system. This position ensures that the needs of our customers are met, coordinates transactions and estimates both time & costs to ensure everything runs smoothly for our customers.

Key Roles and Responsibilities

- Develop cost estimates, logging needed parts and the time needed for repairs.
- Schedule the most appropriate Service Technician for each job.
- Convey all necessary information regarding costs, parts, work, and Technicians to customers.
- Call the customer to arrange appointments.
- Meet with customers to discuss their requirements and relay those requirements to the Service Technicians.
- Contact customers in the case of additional work to relay the details and extra costs.
- Enter the details of repair jobs on the company's computer system.
- Other duties as assigned.

Qualifications

- 2 years' experience as a Service Writer or similar role required.
- Experience in the automotive industry preferred.
- Excellent communication skills and customer service skills.
- Strong record-keeping skills.
- The ability to understand and relate technical issues to the service team from customers' non-technical descriptions.
- Proficient in Microsoft products.
- Ability to work with minimal supervision and as part of a team.
- Excellent organization, time management, communication skills and attention to detail.
- A high school diploma or equivalent is required.

Job Type: Full time, First shift, M-F

Pay Scale: Salary, Based on Experience

Benefits: 401K with Match, Profit Sharing, Paid Vacation, Paid Holiday, Paid Personal Days, Health/Dental Insurance with Employee Coverage, Employee Discount

The information in this position description is intended to convey information about the key responsibilities and requirements of the position. It is not an exhaustive list of the skills, efforts, duties, responsibilities or working conditions associated with the opportunity. Responsibilities are subject to change.