

# Service Clerk



**Department:** Service

**Reports to:** Service Manager

**Supervises:** None

**Salary Grade:**

**FLSA Status:** Non-Exempt

**Effective Date:** October 2011

## Purpose:

Assist the service manager in maintaining accurate and on-time reports and records relative to the service department's operation within the dealership. Provide backup support for store Administration staff. Consistently exhibits MidWest Machinery Company's core values of Commitment, Passion, Progressiveness, Integrity, and Value Delivery.

## Responsibilities:

- Fields internal and external customer inquiries to the Service Department
- Opens work orders as directed by the Service Manager and maintains control until they are closed and invoiced
- Maintains the service library with current information (for example, files bulletins, manuals, multi-media, etc.) under the direct supervision of the Service Manager
- Maintains Service Department filing and records
- Updates customer profiles using equipment, hours, or other information from the customer work orders
- May prepare Service Technician efficiency reports
- Prepares warranty and/or product improvement claims and forwards to Central Warranty Administrator
- Interacts in a positive and respectful manner with customers and fellow employees
- Performs other duties as assigned

## Experience, Education, Skills and Knowledge:

- Basic knowledge of accounting practices
- Ability to use standard desktop load applications such as Microsoft Office and internet functions
- Ability to work extended hours and weekends
- Knowledge of office procedures
- General understanding of mechanical/technical terms; mechanic experience is preferred
- High School Diploma or equivalent experience

## Physical and Mental Requirements:

- Frequent bending and stooping
- Ability to lift up to 50 lbs.
- Work is performed in an office environment