

Position: Service Writer

About Interstate Supplies & Services

Interstate Supplies and Services (ISS) has been providing superior service to customers since 1995. With over 25 years of experience and a commitment to excellence, we have earned our reputation as the best Outdoor Power Equipment Store in the Charlotte Metro Area. We offer the highest quality of products and services available in today's market.

Located in Stallings, NC (just outside of Matthews), we specialize in Outdoor Power Equipment (OPE). Offering Sales, Parts and Service, we truly are a one stop shop.

We carry most of the nation's (and world's) leading brands of OPE. Some of our brands include Stihl, Echo, Exmark, Wright, Hustler, Bradley Mowers, Billy Goat, and Greenworks Commercial (just to name a few). We at ISS do everything from sales to service on these brands to ensure customers can count on us for ANY OPE needs.

As a family-owned business, we find it important to distinguish ourselves from the big box retailers and other chains. We pride ourselves on delivering the best deals to our customers with great customer service. Our customers include both residential and commercial accounts, so we carry a wide range of products. It is our goal to understand each customer and their individual needs.

Job Responsibilities:

General Responsibilities:

- Establish oneself as the main contact with all service customers and remain the main contact
- Ensure that all service work is entered, scheduled, and accurately completed in the quickest possible timeframe
- Present a friendly, positive attitude to all customers
- Process and handle all work orders and warranty claims from start to finish

Daily Responsibilities:

- Begin each workday with a positive attitude by encouraging each technician to meet his/her daily and weekly goals
- Work to develop a sense of "team" in the service department and across other departments
- Stage service work for technicians so they can achieve their daily goals
- Review work orders for complete and accurate information - Determine work requirements and priorities.
- Ensure work orders are completed in a timely manner with all supporting documentation and complete details on the work order
- Assist in the assignment of work based on the priorities established by management
- Prepare technicians' status reports, basic reports, and time/activity logs
- Maintain quality control on work performed during shift; monitor time standards; bring variances to the attention of management and make corrections/updates as directed.
- Provide general diagnoses of repair and maintenance equipment problems for the customer and communicate this to the technician
- Track and coordinate warranty work
- Conduct customer survey follow-ups and report results to management monthly

- Perform other duties as assigned

Weekly Responsibilities:

- Meet with Management Team for departmental overviews of goals and objectives for the week. Discuss promotions and opportunities for the department as well as opportunities to exceed expectations
- Update service reference materials: bulletins, manuals, and publications
- Evaluate tools and equipment to make sure they are in good working condition

Quarterly Responsibilities:

- Meet with Service personnel to review ideas to improve efficiencies in the service department. Each person is responsible for coming up with one idea they can use to make the department or themselves more efficient and apply it during the next quarter
- Meet with Manager to discuss improvement processes to be implemented during the next quarter

Annual Responsibilities:

- Meet with management team to discuss year-end results, goals and objectives for the upcoming year
- Meet with service personnel to discuss year-end results and to outline goals and objectives for the upcoming year

Job Requirements:

- **2+** years of experience in repair troubleshooting and or parts with a track record of success. Preferably in one of the following industries: agricultural equipment, motor vehicle industry, outdoor power equipment, recreational vehicles, construction equipment/machinery, and/or small engine and accessories
- Must possess a valid driver's license.
- Must be willing to work a normal 40 hours per week with extended hours as required to meet customer demands
- Ability to lift and handle heavy loads up to **70 lbs.** plus work outdoors and indoors in all weather conditions
- Must be proficient in parts lookup and servicing customers at the parts counter
- Must be organized with multitasking skills in addition to reasonable computer skills

Our Values

Leadership

At ISS, our customers always receive the quality and service that one would expect from a leader. Our company is in a state of constant evolution as the needs of our customers and the state of the market is perpetually shifting. By working with us and shopping our store, our customers can rest easy knowing that they are getting the latest developments in the industry. By staying focused on being a leader of the industry, we only hire the best. Our sales representatives are extremely knowledgeable and ready to assist customers over the phone or in person.

Customer Relations

Our utmost priority is customer satisfaction. The customer is important to us, so they can expect us to go the extra mile for them and/or their business. Our superior customer service is the hallmark of Interstate Supplies and Services. We pride ourselves on partnering with our customers to ensure an awesome in-store or over-the-phone experience.

Our friendly and professional staff is always willing to work with the customer to achieve the best possible outcome. It does not matter if they are looking to get some blades sharpened or to buy a whole new mower, they will be treated equally.

Teamwork

Our store could not function without good teamwork from every employee. Many times throughout a day, a call will come in or a customer will walk through the door that requires multiple employees' attention. We rely on good communication and transparency between our employees.

Teamwork goes beyond working well with your fellow employees and extends to our customer base. We understand that every person walks in here with a different goal in mind and it is our job to help them reach that goal. We partner with the customers and include them as part of our team to ensure we tailor the experience of each customer.

EEO Disclosure Statement:

Interstate Supplies & Services is an equal opportunity employer. In accordance with anti-discrimination law, it is the purpose of this policy to effectuate these principles and mandates. Interstate Supplies & Services prohibits discrimination and harassment of any type and affords equal employment opportunities to employees and applicants without regard to race, color, religion, sex, sexual orientation, gender identity or expression, pregnancy, age, national origin, disability status, genetic information, protected veteran status, or any other characteristic protected by law. Interstate Supplies & Services conforms to the spirit as well as to the letter of all applicable laws and regulations.