



Job Title:	Automotive Service Writer	Job Category:	ASW 1
Department/Group:	Service Writer Desk	Job Code/ Req#:	ASW 1
Location:	Yigo	Travel Required:	
Level/Salary Range:		Position Type:	[i.e.: full-time, part-time, job share, contract, intern]
HR Contact:	Diane T. Canovas	Date posted:	
Will Train Applicant(s):	Yes	Posting Expires:	
External posting URL:	Yes		
Internal posting URL:	Yes		

Applications Accepted By:

Fax or E-mail:

(671) 649-0447 or dcanovas@totalchemical.com

Subject Line:

Attention: [Recruiting or HR Department RE: Job Code/Req# and Title]

Mail:

Diane T. Canovas

HR, Ace Auto Port

P O Box 20370 GMF

Barrigada, Guam 96921

Ace Auto Port has a mission we take SERIOUSLY: We inspire clients to extend the life of their cars.

- We eat, drink and breathe the mantra, **“Long Live Your Car”**. We wake up with the understanding that cars are expensive to buy, expensive to operate and expensive to put in landfills. Our mission is to help each valued client get the most of every dollar they spend on their car, increasing performance, reliability and gas mileage while making the world a better place to live.
- Position is a retail sales job at an auto repair facility. You must be able to stand, walk, jog, use hands and fingers, reach with arms, work in awkward positions, transfer oneself from one work level to another and move materials from one height to another. Occasionally, you will need to sit, climb or balance, stoop, kneel, crouch and crawl, all while being able to regularly communicate.

Job Description

JOB ROLE AND RESPONSIBILITIES

Minimum Qualifications

- Must be at least 18 years of age
- High School Diploma or GED required
- Police and Court Clearance
- Must have a clean DMV report
- Pass all required drug tests
- Pass all required Safety and Environmental standards
- Pass all required OSHA Safety and HAZMAT training certifications



Essential Qualifications:

- Excellent Written and Verbal communications
- Supervisory/Management/Mentor-ship skills and experience
- Sales Experience desired
- Highly collaborative nature
- Impressive work ethics
- A minimum of 2 years of extraordinary client service experience.
- Ability to perform math calculations
- Moderate Computer knowledge, knowledgeable in Microsoft Office systems, Point of Sale, electronic payment media skills.
- Able to operate most office and retail machines: Computer, Telephone, Copier/Fax Machine, Credit Card machine
- Demonstrated ability/desire to perform in high pressure, fast situations
- Adhere to Safety and Environmental Standards for maintenance/repair facilities.
- Adhere to OSHA and HazMat certification as required by Local and Federal regulatory agencies.
- Reliable transportation.
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Below is a description of the essential roles, responsibilities and activities a candidate can expect to assume in this position.

- Greets customers as they enter the Center and insure their repair concerns are documented in the form of a Service Order
- Answers the telephones and address all customer phone and walking inquiries.
- Prepare Service Orders and assigns work to technicians according to availability and skill level.
- Monitor service/repair action in the service area and inform customers of progress
- Generate invoices and handle payment transactions if needed (cash, point of sale, or electronic payment media)
- **Accountable** for collecting payment for all daily transactions. Adherence to all cash handling policies
- Assists Shop Manager with inventory control and parts ordering
- Assists Shop Manager with employee scheduling
- Assist Shop Manager with dispute resolution
- Serve as shop foreman at all times.
- Perform specific month end closing functions as directed by management

Other Job Functions

- Assumes daily responsibilities of Manager when Manager is not present.
- Ensures that technicians labor hours are recorded accurately into computer for productivity tracking
- Closes out transactions and collects payments for goods and services as needed.
- Perform customer follow-up courtesy call to ensure delivery met expectations.
- Maintains records on all maintenance and repair work performed; tack recalls, vehicles inspections dates and warranties for all vehicles.



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- Performs marketing activities such as networking, calling upon businesses for fleet servicing and present promotions to existing and new clientele as needed.
- Performs other duties as assigned.

Qualifications and Education Requirements

- High School Diploma or GED required
- Police and Court Clearance
- Minimum 2 years Customer service, preferably in the automotive service industry.
- Excellent computer skills

Preferred Skills

Point of Sales systems experience, Excellent computer skills, Experience in the automotive service industry, previous service writer experience. Ability to use basic common sense in problem solving, Personable, willingness to learn, potential for Leadership skills.