

**Job Title: Service Writer – Acheson Alberta**

We are looking for a Service Writer to join our Lift Division team in Acheson!

A Service Writer is responsible for accurately documenting required repairs and parts on work orders, as well as scheduling the appropriate technicians for each job using our operating system, Intellidealer/CDK.

This position is perfect for a highly motivated and detail orientated person who is interested in furthering their career in the industry of automotive/garage equipment - including automotive and heavy-duty lifts, alignment machines, wheel service equipment, lubrication equipment, vehicle damage detection cameras, and more.

**Responsibilities:**

- Establish and sustain customer relationships by effectively overseeing and fulfilling their equipment repair needs.
- Maintaining customer profiles and contact information.
- Monitor customer records to check for regular scheduled servicing, and future work.
- Develop cost estimates, logging necessary parts and the time needed for service, or repairs.
- Provide coverage and backup assistance for parts personnel as needed.
- Schedule the most appropriate service technician for each job.
- Convey all relevant information regarding costs, parts, work and service technicians to customers as needed.
- Contact customers to schedule appointments.
- Consult with customers to discuss their requirements and relay those requirements to service technicians.
- Communicate any additional work, and relay the details, and extra costs associated.
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- Enter the details of repair jobs via workorder on the company's operating system, and prepare repair instructions.
- Perform follow ups with customers after work has been completed – ensuring accuracy of work and completion of documentation including invoices.

**Requirements & Skills:**

- Proven work experience as a Service Writer or similar role
- Computer literacy and knowledge of office software programs
- Excellent communication 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
- A high school diploma or equivalent is preferred

**Related Physical & Safety Requirements:**

- Ability to lift and carry heavy equipment components, parts, and tools weighing up to 50 lbs. Push /pull up to 300 lbs.

- Bending, climbing stairs, and stepladders intermittently, and standing, walking, and sitting for extended periods.
- Tolerance for exposure to environmental elements during work.
- Proficient with equipment operation, such as a forklift, as well as various tools.
- Adherence to safety policies, training procedures, and PPE requirements.

**Workstation, Work Environment:**

You will be provided with a workstation that is your own and not shared with others, in a conventional office environment.

As a part of this role, it will be necessary to consult with Service personnel in the adjacent shop, and yard. Personnel Protective Equipment (PPE) is required in those areas.

**Location & Travel Requirements:**

At present, there is no anticipated travel associated with this position, and is not expected to occur. A mutual agreement between both parties would be discussed before any travel would be assigned.

**Employment Type & Compensation:**

Westvac Industrial operates and is open standard Monday–Friday business hours. The position is fulltime and the requirement is to work between the hours of 8:00 – 4:30 (with 30 minutes for lunch, unpaid).

Compensation is dependent on prior experience and certifications and will be discussed with selected candidate. A Service Writer role, can range from: \$23.00 - \$30.00 hourly.

Class 5 driver's license and a recent drivers abstract are required. Reimbursement is available for costs associated with acquiring drivers abstracts.

**Benefits that are included with the position:**

- An industry leading benefits program including: Medical, Dental, Life, Disability, and a Health Spending Account.
- Paid sick days per annum, and as per company policy, and following 90 consecutive days of continuous employment.
- An employer matching RRSP plan.
- Enjoy job security and work in a recession proof industry.
- Demonstrated candidates can expect to be presented with career progression opportunities.
- Join a rapidly growing family run business that believes in promoting from within.

**About us:**

For over twenty-five years, Westvac Industrial Ltd. has proven to be a leader in the municipal and industrial equipment industry. Founded in 1997, Westvac Industrial Ltd. has grown exponentially and offers unparalleled service, and inventory, throughout Western Canada.

With our head office located in Acheson AB, Westvac covers all of Western Canada with branch offices in Saskatoon SK, Calgary AB, and Surrey BC. Westvac specializes in three divisions and carries an extensive product line, including Heavy and Light Duty Vehicle



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Lifts, Hydro Excavators, Street Sweepers, Garbage Trucks, Fire Apparatus, Municipal Tractors, and a variety of other industrial equipment.

*We thank all interested applicants, however, only those under consideration and legally entitled to work in Canada will be contacted.*

*Westvac Industrial Ltd. appreciates diversity and is proud to be an equal opportunity employer. We are committed to creating equitable opportunities and an inclusive environment for all team members. We make employment-related decisions without regard to race, color, religion, sex, national origin, sexual orientation, gender identity, age, disability or veteran status.*

