

Order Number:

NY1515282

Date Job Order Received:

11/13/2024

Number of Openings:

1

Company Name:

Caskinette Ford

Job Title:

Service Writer/Consultant

Minimum Experience Required:

6 Months

Job Description:

Caskinette Ford, a high-volume dealership in Carthage, NY, is looking for a motivated and customer-focused Service Writer to join our dynamic service department. If you're passionate about delivering top-tier customer service and have a knack for handling service orders, this is an exciting opportunity to be a key player in a growing and fast-paced environment! Responsibilities: Customer Interaction: Greet customers in a friendly and professional manner, listen to their vehicle concerns, and provide clear service recommendations. Create Service Orders: Accurately write up and process service orders for maintenance and repairs. Liaise Between Customers and Technicians: Communicate customer needs to the service technicians and relay updates back to customers regarding the status of their vehicle. Provide Estimates: Offer accurate repair estimates and explain service options and pricing to customers. Schedule Appointments: Efficiently schedule service appointments and manage the workflow to ensure timely service. Upsell Services: Identify additional services and products that benefit customers while meeting dealership goals. Customer Satisfaction: Follow up with customers post-service to ensure satisfaction and address any concerns or questions. Requirements: Previous experience as a Service Writer, Service Advisor, or in an automotive customer service role preferred but not required. Strong communication skills both verbal and written. Customer-focused attitude with a dedication to delivering exceptional service. Organizational skills with the ability to manage multiple tasks in a fast-paced environment. Basic automotive knowledge is a plus but not required. Willing to train the right candidate! Ability to work effectively as part of a team and handle customer concerns with professionalism. Why Work with Us? Competitive commission based pay with opportunities for performance-based bonuses. Full benefits package, including health, dental, and vision insurance. Paid time off and holidays. Opportunities for career advancement in a large, high-volume dealership. Supportive and collaborative work environment with a focus on employee growth. If you have a passion for helping customers, enjoy a fast-paced environment, and want to work with a leading dealership in the Carthage area, apply today! Join the team at Caskinette Ford, one of the largest volume dealerships in the North Country. Our fast-paced, busy environment keeps you engaged, as we handle a high volume of customer needs daily in sales, service, parts and our body shop. We pride ourselves on utilizing state-of-the-art technology and processes across all departments, ensuring a cutting edge experience for both our employees and customers. Our mission is to earn the trust

and loyalty of our customers by exceeding their expectations. We will work together as one team with humility, integrity, and perseverance. We invite you to apply and be part of our success story.

Job Location:

Cathage, New York 13619

Pay:

\$31000.00 Yearly

Benefits:

Health Insurance, Dental Insurance, Vacation, Sick Leave, Retirement/Pension, Life Insurance

Hours per Week:

Not specified.

Duration:

Full Time, Regular

Work Days:

Varies

Shift

Not specified.

Public Transportation:

Not specified.

Minimum Education Required:

GED

Driver Licenses, Including Endorsements:

Not specified.

How to Apply:

To apply, contact the employer by: Internet or Phone

Phone: Canning, Liz (315) 493-1360

Web-site: <https://www.indeed.com/cmp/Caskinette-Ford/jobs?jk=8e99c248314fbf30&start=0>