



## **Service Writer Syracuse, NY**

### **Job Summary:**

This position will be primarily responsible for greeting service customers on the telephone, accurately recording reported failures, creating and scheduling repair appointments, creating work orders and quotes. This position is dedicated to insuring an excellent repair experience for our customers by providing superior customer support and communication throughout the complete repair cycle.

### **Description of Duties:**

- Greeting customers in a friendly, courteous and professional manner
- Accurately record unit information and reported failures
- Create and schedule repair appointments
- Open/Close work orders
- Contact customer with status reports on repair

### **Job Requirements:**

- Must have a high school diploma or equivalent education
- Previous Customer Support experience
- Possess excellent written and verbal communication skills
- Proficient personal computer skills

If interested and qualified, please send a resume to:

Robin Riewaldt – Branch Manager  
Cummins Northeast, Inc  
6193 Eastern Avenue  
Easy Syracuse, NY 13211