

The Service Writer - Get to Know Yours

What you know may help you

Service Writer Job Description

Service writers ensure that a **customer's** needs are being fulfilled. Most commonly employed by industrial companies offering automotive repair services, service writers possess product knowledge and bring efficiency to the relationship between a customer and the business. Working as a liaison for the business, an effective service writer brings competence to a customer's experience by coordinating the transaction.

Service Writer Job Duties

Job duties for a service writer revolve around the needs of the customer. They develop relationships with customers through successful management of product or service delivery. Their duties can include tracking repairs and their causes, scheduling technicians and processing warranties. Customer profile information is usually stored in a computer system, which the service writer is responsible for maintaining.

Those are the raw facts. An honorable career if you so choose. Read on for the real payoff.

Every car, truck, SUV has a manufacturer. You may be loyal to that “make” of vehicle, as many owners are. “Chevys rule, Fords drool!” may even be pasted to your bumper. Americans are passionate about what they drive, but the “model” they prefer may change every 5 years or so. Is that drooling 2010 Taurus as reliable as your 1999 or is it on the list of the worst cars of the 2000s? Is that Chevy man really better off or is he living on borrowed time?

Whatever flavor the car is, it is safe in the hands of your dealership; the local dealer where you bought it, close enough to home to be convenient. You wouldn't take that Taurus back to the Torrence Ave. Illinois plant where it was built, if it is service you need.

Conversely, maybe it's not a good idea to take it to an “all makes & models” shop where at times they implore the hunt 'n peck method of diagnosis. Yes a computer tells them why the *check engine* light is on, but it can not replace the eyes and ears of someone who sees the same model time, after time, after time all day.

Enter the dealer's Service Writer. This is the man or woman who sees every vehicle come through the service bay doors, their good points & their problems. If they have a shred of

honesty, they will answer a question like this, “Are the other _____ having the same issues...”, and should give you an honest answer. And if you have nurtured a good working relationship with yours, at a dealer that sells your make of car, this will pay huge dividends down the line.

The key is to get to know your Service Writer. Ask him about his family, compliment him on the lobby coffee and schmooze your way into his good graces. If you establish that kind of rapport you will reap the benefits for years, especially in the event you are driving a lemon - or not.

And if you do, the folks at www.lemonlaw.com, [Kimmel & Silverman, P.C.](#), have the resources and experience to solve any of your automobile issues. Call us today for a free telephone consultation.