



COMPANY SUMMARY

Modern Machinery is celebrating **75** years in business in the Pacific Northwest! We sell, rent and service high quality heavy equipment while providing exceptional customer service and product support to our customers. Modern Machinery is committed to our core values and creating a safe working environment for all our employees. For more information about our company, please visit our website at www.modernmachinery.com.

POSITION SUMMARY

The Service Writer will report to the Service Manager in Boise, ID. This position is full-time, Monday-Friday with hours of 8am-5pm and overtime as needed. Applicants must be able to excel in a team environment. Applicants will possess a professional, confident presence with a focus on accuracy, attention to detail, prioritization of demands, timeliness and initiative.

ESSENTIAL DUTIES AND RESPONSIBILITIES:

- This position entails getting requests for sales and quotes from customers and communicating the information back to the customer. The request can come in a variety of ways including in person, phone calls, fax and email. The position also entails communications with manufacturers and distributors. Those communications can also happen in person, phone calls, fax and email
- Actively manage current orders and communicate status to the customer
- Process paperwork including invoicing to customers and matching of invoices to purchase orders
- Ability to use a computer to retrieve customer information, stock status information, the status of purchase orders, and to make changes on customer orders
- Assist and provide support to Modern's Product Support Sales Representatives (PSSR'S)
- Coordinate with Credit Department concerning credit status of customer's account
- Will be required to operate a fork lift to load and unload items
- Must be able to lift 50-75 lbs. in a safe manner and utilize ladders for items that are off the floor
- Will be required to assist with warehouse duties as needed
- Service administrative duties including but not limited to; entering daily time cards for service technicians, process bi-weekly payroll report for technician time, enter work order stories for completed jobs, open & close all work orders and mail out invoices, file new and closed work orders; check in/out machines per the sales department

QUALIFICATIONS AND REQUIREMENTS:

- Ability to provide exceptional service to all customers, manufacturers, distributors and co-workers
- Ability to communicate effectively both verbally and written with customers, manufacturers, distributors and co-workers
- Ability to handle heavy work load
- Strong organizational skills
- Effective verbal and written communication skills
- Detail oriented and strong work ethic

- Excellent time management skills
- Must have the ability to multi-task
- Perform other related duties as assigned

DESIRED EDUCATION AND/OR EXPERIENCE:

- H/S Diploma/GED required
- Previous parts experience is helpful but not required
- Mechanical knowledge or experience helpful but not required
- Strong computer skills required

BENEFITS OFFERED:

- Medical, Dental Vision & Prescription Insurance
- Preventive Insurance Coverage
- 401k/Roth Retirement Savings Plan with Company Match
- Paid Time Off (Vacation, Sick, Holiday & Bereavement)
- Wellness Program
- Gym Membership Reimbursement Program
- Profit Sharing Program
- Company Paid Life Insurance
- Company Paid Disability Benefits
- Family Scholarship Program
- Employee Assistance Program

Modern Machinery is an Equal Opportunity Employer