



### **Job Description: Road Service Writer (Summer Student)**

Location: Virden, MB

Anticipated Start Date- End Date: May 2025- September 2025 (Flexible)

Anticipated Shift: Monday- Friday, Occasional Weekends Required

Four Seasons Sales is Western Canada's fastest growing RV dealership with locations in Winnipeg, Virden, Regina, and Medicine Hat. We are proud to carry travel trailer, fifth wheel, and toy hauler brands from all of North America's top manufacturers. In addition, Four Seasons also runs the most comprehensive Emergency Road Service program in the business. Our customers are our top priority and we are dedicated to building a team that supports our goals. Four Seasons is currently seeking graduating students to fill summer positions. Training will be available prior to graduation, dependent on individual schedules.

### **Position Overview:**

The Summer Student Road Service Writer position is perfect for college and university students seeking summer employment. The Road Service Writer is responsible for the scheduling and dispatch of Road Service Technicians for service, or emergency repairs to RVs sold by Four Seasons. The Road Service Writer is also responsible for communicating with customers and addressing all of their service needs and concerns efficiently.

### **Duties and Responsibilities:**

- Answer customer phone calls and determine their needs.
- Obtain all necessary information when making appointments (i.e. customer name, address, all phone numbers, and location of the unit).
- Document all customers' repair needs on a service work order correctly. Always read back to customer to ensure accurate details.
- Coordinate all work to be done by Emergency Road Service Technicians.
- Make up work orders, assign work, close work orders when work has been completed.
- Group repairs into regions that make service work most efficient.
- Dispatch vans to job sites.
- Make sure the work order and warranty paperwork are completed properly.
- Close out work orders on a daily basis.
- Maintain full cooperation with fellow employees to maintain a positive work environment and to maximize efficiency.
- Ensure customers are satisfied with service and follow up with any customer issues.

### **Core Competencies & Qualifications:**

- Customer service focused.
- Strong verbal and written communication skills.
- Team oriented.
- Quality and detail orientation.
- Ability to problem solve.
- Accountability and dependability.
- Ethics and integrity.