



Service Writer

Farmers Equipment Company is a full-service agricultural and material handling equipment dealership with locations in both Lynden and Burlington, representing Case IH, TYM, Komatsu, Krone, Oxbo and more. We currently have an opening for a **Service Writer** to serve customers at our Lynden location.

Primary responsibilities include:

- Assist the Service Manager in accomplishing company financial and service goals.
- Assist in scheduling and assigning technicians to efficiently make repairs on customer and internal equipment.
- Ability to make sound judgments in dealing with customer repair requirements.
- Assist Service Manager in optimizing employee performance through effective and ongoing training & development, evaluation, recognition and corrective management practices to produce expected results.
- Prepare Work Orders and daily time records for technicians and reconcile to ensure accuracy.
- Assists in making sure that the service team effectively communicates with both internal and external customers in a timely way to produce positive results and resolve customer complaints and problems in a timely manner.
- Maintain efficient internal and external Work Order records and retention.
- May maintain SDS records.
- May complete majority of warranty claims.
- Effectively respond to incoming calls and route/address accordingly in a timely manner.
- Direct supervisory responsibility of 2-6 technicians.

Requirements include:

- High school diploma/GED required
- Trade or Technical School Diploma preferred
- Strong relational skills
- Solid understanding of technical components in assigned area(s) (i.e. Irrigation, Material Handling, Harvesters, Ag or Construction)
- Strong diagnostic skills with the ability to document and appropriately relay customer equipment issues
- Strong communication skills—both written and verbal

- Effective supervisory skills
- Ability to effectively manage and resolve conflicts and complaints both internally and externally
- MS Office WORD – Intermediate, EXCEL – Intermediate
- 1-3 years of directly applicable experience preferred
- Excellent written and verbal communication skills
- Proven customer service skills
- Exceptional dependability with the flexibility to work hours necessary to meet seasonal business needs and periodic on-call requests
- Strong detail orientation
- Ability to successfully operate applicable business systems

Service Writer I \$25-27 per hour. Comprehensive benefit package including fully paid employee medical and dental, life insurance, paid time off, sick leave, 401(k), and more. Additional information on benefits offered can be found at <https://www.farmersequip.com/careers/>.

If you are interested in joining our team, please click on the [FEC Application](#) link, fill out the application, and email it to ariederich@farmersequip.com.