



SERVICE WRITER

Collicutt Energy Services is a solutions-driven engine company specializing in manufacturing, repair, overhaul, and maintenance across all engine brands. We support customers across power generation, compression, and frac operations with a strong focus on safety, quality, and customer service.

We are currently seeking a **Service Writer** to join our **Red Deer Frac Service team**. This role is the administrative hub of our service operation, coordinating work orders, technician documentation, customer communication, invoicing support, and component tracking from job initiation through completion. This position is ideal for someone who enjoys working in a fast-paced service environment and can confidently manage both administrative details and technical service documentation.

What's in it for you

- Competitive compensation
- Full benefits package
- RRSP matching
- Stable, year-round employment
- Opportunity to work closely with technicians, customers, and operations teams
- Supportive team environment with ongoing development opportunities

What you'll be doing

- Open, maintain, and close service jobs within SAP
- Review technician paperwork, labour hours, and service documentation for accuracy and completeness
- Coordinate customer communication, documentation requests, and job status updates
- Support quoting, invoicing, purchase order management, and customer portal submissions
- Track customer equipment and components through the repair and overhaul process
- Coordinate third-party repairs, machining, inspections, and component services
- Enter technician timesheets and support scheduling and travel logistics
- Maintain organized job files, service records, photographs, and supporting documentation
- Translate technical service information into accurate customer-facing documentation and billing records

What you bring

Required

- High School Diploma
- Service Writer Certification, or the ability to obtain certification
- Minimum 3 years of experience in a Service Writer or service administration role
- Experience supporting shop and/or field service operations
- Experience with SAP or similar ERP/service management systems
- Strong proficiency with Microsoft 365 (Excel, Word, Outlook)
- Strong attention to detail and data accuracy
- Excellent organizational and time management skills
- Strong written and verbal communication skills

Preferred

- Business Administration Certificate or Diploma



- Experience in heavy equipment, engine service, industrial, or mechanical service environments
- Understanding of job costing, invoicing, and service documentation processes
- Working knowledge of diesel engines, major engine components, overhaul processes, and service terminology

Professional Capabilities

- Ability to manage multiple priorities and deadlines in a fast-paced environment
- Strong problem-solving and decision-making skills
- Ability to work independently and collaboratively
- High level of accountability, reliability, and initiative
- Ability to maintain confidentiality and handle sensitive information

Why this role matters

The Service Writer is often the bridge between customers, technicians, and operations. Success in this role means ensuring jobs are documented accurately, customers stay informed, technicians have the administrative support they need, and work orders move efficiently from quote to invoice.

How to Apply

Submit your resume to hr@collicutt.com with **Service Writer** in the subject line.