

## **Service Writer**

Collicutt Energy Services Inc is currently seeking a Service Writer to join our team based out of any of our Sacramento location. We are looking for someone who has a keen eye for detail with extraordinary organizational skills to help us build customer relationships in the area and expand our parts and service business in the power generation industry. In this role you will be creating proposals and quotes for the Service and Parts departments and charged with organizing, selling and following-up on quoted work as well as assist with the day to day operations in the Parts department.

### **The successful candidate will be responsible for:**

- Service project repair writing to all customers in the Equipment, Service & Rental sales departments as well as specifying, quoting and selling to all markets covering the state of California
- Specific focus is to be given to increasing quotes and approvals of Equipment Sales and Service work to any customer with generator sets or engines that would require repair, replacement and or a maintenance agreement
- Work with the Sales and Service departments and follow-up with customers with recommended work from previously inspected visits, quoted or not quoted
- Quote all incoming requests for bids and recommended service work; quality control data from requesting parties to ensure an accurate and true quote to the customer while maintaining Collicutt's profit guidelines
- Work closely with the Parts and Service departments in service repair project managing through to scheduling service
- Maintain customer quote database to ensure follow-up and history of quotes can be easily accessed
- Monitor proposal submissions and approval/denial rate
- Perform follow-up procedures on a daily basis to ensure constant communication with customers in regards to proposals submitted and document communications in the database
- Submit warranty start-up information to manufacturers for warranty start date initiation for customer equipment
- Report success rate of proposals to the Service Manager monthly in addition to progress status of outstanding proposals
- Deliver parts to technicians at job sites
- Inventory management
- Purchasing, shipping and receiving parts
- Parts support for service department (includes parts research, ordering and applying parts to service jobs)
- Work closely with Service Manager to ensure best possible purchasing options for customers
- Research parts online and ensure cost savings on all orders as well as perform annual reviews of all vendors to ensure best possible pricing
- Other duties as required

### **The position requires:**

- Effective verbal and written communication skills with a wide range of people including employees, customers, vendors and associates
- Ability to formulate proposals and quotes professionally and send them to customers, externally and internally
- Ability to read, analyze and interpret common technical journals, contracts, bid documents, engineering jargons and other legal documents
- Ability to respond to common inquiries from customers, regulatory agencies or members of the business community
- Ability to deliver financial quotations and specifications information sheets to proscribed style and format
- Ability to effectively present information to upper management, public groups and/or boards of directors
- Ability to establish and maintain vendor relationships
- Excellent public speaking and presentation skills
- Strong computer skills and experience with Windows and Microsoft Office

- Ability to calculate figures and amounts such as discounts, interest, commissions, proportions, percentages, area, circumference and volume
- Working knowledge of generators, diesel engines, gas engines and standby power systems with a mechanical aptitude
- Ability to apply concepts of basic algebra and geometry. Basic engineering understanding of hydraulics, electronics, torque and horsepower calculations, performance matching and specifics to drive train component assembly and design
- High level of initiative, strong analytical and decision-making skills, coupled with exceptional negotiation skills
- Working knowledge of general shipping procedures (UPS, FED-EX, etc)
- Good understanding of ordering systems and related documents (purchase orders, sales orders, goods receipts)
- Forklift qualified individuals are preferred
- Able to load & unload shipments up to 50lbs
- Clean and valid driver's license & background check and ability to pass drug/alcohol pre-employment testing

This is an excellent opportunity to join a dynamic and growing organization. The potential for success with our expanding, progressive, privately owned business is unlimited. We recognize our team members as individuals, and consider mutual RESPECT to be the key to building a cohesive, productive Team.

If you are interested in this exciting opportunity that offers endless learning opportunities, a safety first philosophy, mutual commitment, fun, and community involvement, then don't wait any longer! Come be part of our FAMILY.

Please submit your resume to Stacey Dawson in Microsoft Word format, along with your salary expectation, and availability date to [hr@collicutt.com](mailto:hr@collicutt.com).

*No One Gets Hurt ~ We Are Like a Family ~ Do What's Right ~ Do What You Say ~  
~ It's Fun to Win ~ Finding a Better Way*

