



TRIBAL PERSONNEL DEPARTMENT

JOB ANNOUNCEMENT

JOB TITLE: **Automotive Service Writer**
SUPERVISOR: Tribal Roads Director
LOCATION: Tribal Roads
POST DATE: **November 13, 2024**
CLOSING DATE: **November 27, 2024**

General Description: The primary responsibility of this position is to initiate automotive services and repairs for Tribal Fleet and private vehicles by ascertaining performance problems and services requested; developing estimates, writing repair orders, ordering parts and supplies, updating inventory, maintain customer rapport and records, and cash handling.

Qualifications: High School Diploma or equivalent is required. Working knowledge of automobiles to include parts and maintenance requirements is required. Previous experience with estimating. Must have a valid WI Drivers license and be insurable. **(This position is considered safety sensitive and requires a drug screen test for all substances including Marijuana)**

Salary: \$20.00/hr.

How to Apply: Submit your application for employment, and notarized release of information form by the deadline. Applications and detailed job descriptions can be located on our website www.ldftribe.com or are available at the William Wildcat Tribal Center in the Human Resources Department. Please submit your application materials to:

Human Resources Department
P.O. Box 67
Lac du Flambeau, WI 54538
715-588-3303
Email: hr@ldftribe.com

Native American preference will be applied to hiring of this position as defined in Title 25, U.S. Code, Chapter 14, Subchapter V, subsection 273 & 274. We are an equal opportunity employer with preference given to qualified Native American applicants in accordance with federal law and tribal policy.

**Lac du Flambeau Band of Lake Superior Chippewa Indians
Nonexempt Position Description**

A. TITLE OF POSITION: Automotive Service Writer

B. DEPARTMENT: Tribal Roads

C. SUPERVISOR'S TITLE: Tribal Roads Director

D. DESCRIPTION OF DUTIES: The primary responsibility of this position is to initiate automotive services and repairs for Tribal Fleet and private vehicles by ascertaining performance problems and services requested; developing estimates, writing repair orders, ordering parts and supplies, updating inventory, maintain customer rapport and records, and cash handling.

Specific responsibilities include but are not limited to the following:

1. Ascertains automotive problems and services by listening to customer's description of symptoms, clarifying description of problems, conducting brief inspection, examining service schedules.
2. Develops estimates by costing materials, supplies, and labor; calculating customer's payment, receiving payments.
3. Prepares repair orders (RO) within the computer system by describing symptoms, problems, and causes discovered, as well as services and repairs required; obtaining approval signatures.
4. Assigns ROs to mechanics; maximizes scheduling of mechanics.
5. Maintains customer rapport by explaining estimates and expected return of vehicle, obtaining customer's approval of estimates; obtaining and providing contact telephone numbers; answering questions and concerns; arranging towing and sublet services.
6. Collects payments at time of service, payments on accounts, and assists with repayment plans.
7. Must work safely in a garage and around heavy equipment utilizing proper PPE at all times.
8. Must practice responsible driving practices at all times.
9. Must adhere to all regular and hazardous waste disposal laws, regulations, policies, etc.
10. All other duties as assigned.

E. POSITION RELATIONSHIPS:

1. **Internal:** Frequent contact with all Tribal departments and programs.
2. **External:** Daily contact with customers and vendors.

F. SUPERVISORY RESPONSIBILITIES: None

G. SUPERVISION RECEIVED: Tribal Roads Director

H. EDUCATION: High School Diploma or equivalent is required.

