



**PIONEER**  
CRITICAL POWER

## Service Writer/Parts Coordinator

### Job Description:

**Division:** Corporate Headquarters, Brooklyn Park, MN

**Department:** Service/Parts

**Report to:** Parts Manager

### Job Statement:

Serve role of Service Writer/Parts Coordinator for all aspects of the service department. Includes technical parts and quoting support for internal staff and national account customers. Making sure that every quote is created and sent with accuracy.

### Essential Functions:

- Provide technical phone support for customers, technicians, inside sales etc...
- Prepare repair service quotes for service customers.
- Assist in part procurement.
- Fulfill role of fluid analyses and review of reports to determine course of action.
- Manage all equipment in shops and conform to equipment checkout processes.
- Assist in site visits for large contracts using tools to accurately track equipment for quoting purposes.
- Perform tasks as assigned by Management.

### Working Conditions:

General office environment. Job requires sitting for extended periods of time, calling parts vendors for parts quotes, and creating and maintaining relationships.

### Job Specifications:

- High school diploma
- Ability to express ideas clearly in both written and oral communications.
- High attention to detail
- Self-motivation
- Ability to work under pressure
- Knowledge of internal combustion engines
- Some knowledge of electrical is a plus
- Knowledge of computer programs (Servicom, Outlook, Microsoft Products, etc.)
- Minimum of 1 year parts experience or equivalent of.

**Job Type:** Full-time