

Marine Service Writer

We are seeking an experienced Service Writer for our Outboard division at Saunders Marine Center. Located inside Orange Beach Marina, Saunders Marine Center is an authorized service and repower center for Yamaha, Mercury, and Suzuki outboards. Additionally, Saunders Marine Center provides boatyard services for vessels up to 60 feet with its 60-ton Travelift and over-the-counter parts and marine supplies sales through its onsite ship's store.

As a Customer Service team member, our Customer Service Managers are responsible for receiving customer requests by phone and in person and processing into service sales.

Responsibilities include:

- Managing service and refit work orders from customer inquiry to invoice and collection.
- Growing customer relationships through work order management and promotion of the professional reputation of the company
- Providing accurate estimates and written proposals to customers for repair, service, and refit operations sales.
- Cooperating closely with operational managers to schedule projects and effectively communicate customer requests and concerns.
- Editing and preparing work order invoices as well as navigating payment collection from the customer, ensuring a positive outcome for both the company and the customer.
- Maintaining a presence at marketing and sales events throughout the marine industry.
- Utilizing Microsoft Office products and internal business management software

Qualifications:

- High School Diploma or equivalent is required.
- Strong customer service skills
- Excellent verbal and written communication skills
- Highly developed organizational skills
- Demonstrated outboard engine and sales experience
- Knowledge of marine parts is a plus
- Ability to flourish in a fast-paced environment

The core hours for the department are Monday - Friday, 7 am - 5 pm

Saunders Yachtworks and Saunders Marine Center provide equal employment opportunities to all employees and applicants. All qualified applicants will receive consideration for employment without regard to race, color, religion, sex, sexual orientation, gender identity, national origin, disability, or status as a protected veteran.