



WAGNER EQUIPMENT CO. Job Description

JOB TITLE: Service Clerk
DEPARTMENT: Service Departments
REPORTS TO: Service Manager

Job Code: 265

Full Time **Supervisory** **Exempt**
Part Time **Non-Supervisory** **Non-exempt**

POSITION SUMMARY

The Service Clerk position performs general clerical functions in support of an assigned service department. Depending on the individual department, the Service Clerk will perform some or all of the functions listed below.

Direct Reports: None

ESSENTIAL FUNCTIONS AND BASIC DUTIES

Administrative:

- Opens, tracks and inputs data into workorders
- Maintains all workorder fields, including detailed maintenance of notes, parts, labor, etc.
- Maintains records, logs and files
- Documents approval/disapproval of repairs
- Enters and maintains expenses of work performed, where appropriate
- Reconciles and pays bills
- Creates, checks, and mails invoices
- Creates and reviews reports
- Enters and maintains expenses into database system
- Enters timecard data and submit weekly labor hours reports
- Reviews Work In Progress reports to assure jobs are staying open no longer than needed
- Assists with entering data and reconciling P-Card and cash expenses
- Performs various administrative tasks

Organizational: N/A

Interpersonal:

- Receives customer calls and walk-in customers, obtaining all pertinent information needed to assist them
- Interfaces with and assists other employees to assure jobs are performed in an effective and timely manner
- Communicates discrepancies or problems with job to appropriate person

Sales: N/A

Technical: N/A

Supervisory: N/A

ESSENTIAL JOB REQUIREMENTS

Minimum Education Required: High School Diploma or GED

Minimum Experience Required: No previous experience required

Experience Defined: Basic (1-3 yrs) Intermediate (3 – 5 yrs) Advanced (5+ yrs)

Administrative / Clerical Experience - Basic

Certificates, Licenses and Registrations Required: None

Required Skills and Competencies

Data Entry
Telephone Skills
Reading / Writing Skills

Organizational Skills
Communication Skills
Reasoning Skills

Computer Skills

Microsoft Word - Basic
Microsoft Excel - Basic
Lotus Notes - Basic

ADDITIONAL INFORMATION

Working Conditions

Noise Environment Quiet Indoors Moderate Outdoors Loud Both

Physical Requirements (Checked requirements indicate **more than 1/3 of the time spent on the job**)

Standing Sitting
Walking Use of Hands
Talking Hearing

Weight / Lifting None 1–25 lbs 26–50 lbs More than 50 lbs

Travel Requirements:

None 1-25% 25-50% 50-75% 75-100%

Limitations and Disclaimer

This job description is intended to describe the general nature and level of work being performed; it is not intended to be construed as an exhaustive list of all responsibilities, duties and skills required for the position. Wagner Equipment Co. will reasonably accommodate individuals with disabilities.

This job description in no way states or implies that these are the only duties to be performed by the employee occupying this position. Requirements are representative of minimum levels of knowledge, skills and/or abilities. To perform this job successfully, the employee must possess the abilities or aptitudes to perform each duty proficiently.

Revision Date: 5/09