



Stauffer Diesel Inc.

Stadco

Service Advisor Job Description

Stauffer Diesel, a leading distributor of Deutz Diesel Engines, FPT Marine and Industrial Engines, Mitsubishi Diesel Engines and manufacturer of Stadco Generators, has an immediate opening for a Service Advisor in our Product Support Group at our headquarters facility in Ephrata, Pennsylvania. Stauffer Diesel covers of 22 state territory in the North-Eastern and Mid-Western United States and distributes our Stadco products worldwide. As the Service Advisor you will be the primary point of contact for our customers seeking service solutions, and you will have the opportunity to work alongside some of the industry's best, keeping equipment up and running. Excellent organizational skills, a problem-solving mindset, and creativity to improve processes and efficiency are an absolute must. Stauffer Diesel has been providing honest, reliable, high-quality solutions for our customers since 1948. Come join the team that is routinely recognized as the #1 Deutz distributor in the United States.

Responsibilities:

- Field all incoming service and technical requests via phone and email. Address or route accordingly
- Manage work order process from point of initial customer inquiry to final invoicing
- Check in equipment arriving for service and ensure paperwork completion for outgoing equipment
- Collaborate with department leaders to schedule shop and field service jobs
- Generate quotes and sell services to customers
- Follow up on service parts orders and jobs awaiting customer authorization
- Provide administrative support to the Product Support Group, including but not limited to, work order management, labor and parts posting, parts and service invoicing, other administrative duties as required.
- Actively participate in company provided training opportunities.

Requirements:

- Minimum 1 year experience of customer service in automotive or equipment repair environment. Additional experience with diesel engines is an advantage.
- Above average computer skills, including Microsoft Office. Experience with Epicor, SerDia, Xentry software a plus.
- Motivated self-starter who can work both individually and as part of a team.
- Above average attention to detail, job requires proficiency in handling and transferring alpha/numerical data.
- Exhibit polite and professional interaction via phone, e-mail, greeting walk-in customers, communicating with technicians.
- Willing and able to work overtime, when required in order to meet customer needs.
- Must have a valid driver's license.
- Must be able to pass a drug test and background check.

What we offer:

- Competitive wages
- Company paid training programs
- Health/Dental/Vision Insurance
- 401k with company match
- Company paid life and disability insurance.
- Paid time off for holidays and vacation