



Service Writer

Location: King City, ON | Full-Time | On-Site

This role is a key touchpoint between our shop and our valued customers. The Service Writer plays a critical role in ensuring that service operations are scheduled efficiently, customers are kept informed, and all work is documented and quoted accurately. You will be joining a knowledgeable, close-knit team with decades of industry experience. The position reports directly to the business owner/operator and responsibilities include:

- Acting as the first point of contact for service customers—walk-in, phone, and email—handling inquiries, booking appointments, and coordinating timelines with technicians and installers.
- Creating and maintaining work orders and service documentation in our Dealer Management System (Flyntlock).
- Communicating with customers on work status, estimates, timelines, and any follow-up required after service is completed.
- Working closely with suppliers to process warranty claims.
- Ordering parts for service orders and checking deliveries into our inventory system
- Undertake additional duties and ad-hoc tasks as required by the business to ensure smooth operations and support company objectives.

This role requires attention to detail, follow-through, and a customer-first attitude.

You: Friendly, organized, and efficient. You're a clear communicator and a strong multitasker. You can handle a busy front desk, juggle several work orders, and still take the time to ensure each customer feels heard and valued. You're comfortable with software systems and are ready to learn our DMS platform.

Experience: 5-7 years in a service writer or front desk role at any type of dealership (RV, Powersports etc), truck accessory or body shop. Familiarity with DMS/CRM platforms and/or previous work in a parts/service-related industry is an asset.

About us: We are an established 35-year-old company in King City, embarking on business modernization practices, including new software and streamlined service workflows. Our long-time customers include commercial fleets, dealerships, and individual retail and small business clients. We specialize in new and used mid- to light-duty trailer sales and service, truck caps and accessory installations, and offer year-round RV storage on-site. We are open M–F, 8am–5pm.

Next Steps: To apply, send a cover letter and résumé to careers@kingcitytrailers.com with the subject: **Service Writer Application**. We thank everyone for applying, however, only those candidates selected for an interview will be contacted. No phone calls, please.

Thank you for your interest.