

Job Title: Service Writer GA	Department/Shop: GA Shop
Reports To: Shop Manager	Location: Missoula, MT
Supervisory Position: No	Travel Required: Occasionally

Position Summary: This position is responsible for developing a robust service writer platform for our general aviation shop. Work includes collecting customer data, aircraft information, and communicating service needs to both the customer and mechanics in the designated shop.

To apply for this position [CLICK HERE](#)

Essential Responsibilities:

- Coordinate incoming customers, quote and create service agreements and work orders.
- All aircraft inspection, maintenance, preventive maintenance, repair, overhaul, components or accessories assigned to by GA Shop Manager
- Maintain and monitor maintenance services schedule and delivery obligations.
- Maintain proper communication with customers and the maintenance department detailing expectations, repair status and ensuring timely delivery.
- Aid customers in troubleshooting, advise service recommendations and maintenance actions.
- Maintain open communication with mechanics and shop personnel to ensure service is delivered in a timely and efficient manner.
- Maintain customer historical data to facilitate recurring service recommendations and potential aircraft improvement/modification opportunities.
- Maintain an appropriate level of product knowledge to communicate the installation, adjustments, troubleshooting, and final functional and operational tests to customers.
- Verify documentation of all work on the aircraft and ensure that the aircraft records are complete.
- Authorized to return the aircraft to customers with service verification.
- Administrative responsibilities, data collection and other duties as requested and assigned.
- Represent Neptune in a professional manner by maintaining a clean, business level appearance appropriate for maintenance sales. Communicating in person, and in writing, in a professional manner and ensuring high quality customer satisfaction expectation.

Additional Job Duties and Responsibilities:

- May coordinate work of multiple mechanics in service to the customer.
- May be required to fly on aircraft.
- Responsible for the approval of work performed on the assigned aircraft.

Knowledge, Skills, and Competencies:

- Knowledge of the makeup, operation, installation, and adjustment of a variety of major interrelated and/or integrated aircraft systems, subsystems, and assemblies.
- Knowledge of service writer duties, sales skills and understanding of general and corporate aviation service models.
- Skill in the use of standard and specialized tools and test equipment of the trade including fixtures, templates, scales, test stands and external power sources.
- Skill in reading and understanding data and settings from cockpit instruments and gauges.
- Skill in interpreting and applying written technical guidelines.



- Skill in the use of computers to research technical data.
- Ability to communicate effectively with diverse clients with a variety of complex issues and needs.
- Ability to work respectfully in a team environment toward a common goal.
- Ability to think analytically and be a problem solver.
- Ability to communicate effectively in a courteous and professional manner.
- Understand and practice safety procedures to prevent personal injury or damage to equipment.

Required Qualifications:

Any combination equivalent to the following would provide the required knowledge, skills and abilities needed to qualify.

- High School Diploma or Equivalent Certificate.
- FAA Certified Airframe and/or Powerplant Mechanic (14CFR 65)
- U.S. DOT Medical or ability to obtain DOT Medical (not applicable in all shops).
- Service writer background or sales experience.

Desired Qualifications:

- Previous experience as a Licensed Mechanic in the aviation industry.
- Ability to operate several different maintenance tracking software systems to meet the needs of a variety of customers.
- Strong electrical or avionics troubleshooting, wiring diagrams or electrical systems experience

Physical Requirements and Working Conditions:

- Work assignments include long hours at a computer leveraging software programs, point of sales systems, keyboarding, filing and paperwork.
- Work assignments require moderate to strenuous effort. Workers must climb, bend, stoop, crawl, and stand for prolonged periods on concrete or metal surfaces. Frequently lift parts and equipment that weigh up to 25 pounds. Occasionally lift and carry items that weigh about 50 pounds. Heavier weights may be lifted with mechanical lifting devices or assistance from other workers.
- Work is performed in hangar areas, outdoors, and in hazardous noise areas. Workers are exposed to extremes in heat, cold, and inclement weather. Work can occur in confined spaces and in awkward positions.
- Dirt, dust, grease, and aircraft fluids are common in the workplace.
- Extended periods of travel may be required.

Additional Information:

This job description is not intended to be all – inclusive, and the employee will also perform other reasonably related duties as assigned by immediate supervisor/management to fulfill job function or as deemed necessary. Neptune Aviation Services reserves the right to revise or change position responsibilities as the need arises. This description does not establish a written or implied contract of employment.

Employee Signature: _____

Date: _____

Supervisor Signature: _____

Date: _____