

WE'RE

HIRING

WE WANT YOU !!



Vogelpohl Fire Equipment, Inc is a trusted fire apparatus and equipment dealer located in Northern Kentucky. We are currently seeking a Service Writer to join our team. In this role, you will act as the liaison between our customers and the service department, playing a vital role in coordinating service operations and ensuring emergency vehicles are ready for duty.

Service Writer Position

JOB RESPONSIBILITIES:

- Serve as first point of contact for customers regarding equipment issues, maintenance needs, or service requests.
- Accurately create and manage service orders in our system.
- Communicate with technicians to understand work progress and relay updates to customers.
- Coordinate with parts department to ensure needed parts are available for scheduled work.
- Support service manager with administrative tasks as needed.

JOB REQUIREMENTS:

- Experience in a service writer, service advisor, or customer service role preferred.
- Strong computer skills; experience with service /order management software is a plus.
- Excellent communication and interpersonal skills.
- Knowledge of fire trucks and/or other heavy-duty trucks preferred.
- Strong attention to detail and ability to multitask.

Since 1989, Vogelpohl Fire Equipment has delivered reliable equipment and service to fire departments across Kentucky, Ohio, and Indiana. We partner with top manufacturers to provide innovative solutions and focus on long-term relationships through responsive support and comprehensive service for fleets, gear, and tools.

FOR MORE INFORMATION 859.282.1000 / INFO@VOGELPOHLFIRE.COM

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