



AFTERMARKET SERVICE WRITER

Job Summary

We are seeking a dedicated and experienced Aftermarket Service Manager to oversee our Electronics Installation Department. The ideal candidate will have at least two years of experience in the 12-volt field and possess strong leadership skills to manage daily operations, ensure customer satisfaction, properly estimate aftermarket installation jobs such as radios, back up cameras, and remote starts, and maintain high-quality service standards. This full-time position offers comprehensive training and a collaborative work environment, with scheduled hours from Monday through Friday, 8 am to 5:30 pm, with weekends off.

Responsibilities

- Lead and manage the Aftermarket Electronics Installation Department, ensuring efficient workflow and high-quality service delivery.
- Oversee daily operations, including scheduling, resource allocation, and quality control of electronics installations.
- Order and Maintain parts inventory required for installations
- **Maintain excellent customer relations by addressing inquiries, resolving issues promptly, and ensuring overall customer satisfaction.**
- **Coordinate with other departments to facilitate smooth project execution and timely completion of installations.**
- Stay updated on the latest trends and advancements in the 12-volt electronics industry to ensure department competitiveness
- **Minimum of two years' experience in the 12-volt field, specifically within aftermarket electronics installation.**
- Strong technical knowledge of aftermarket electronics systems and installation procedures.
- Excellent communication and customer service skills.
- Ability to work full-time hours Monday through Friday, with no weekend work required.
- Fill in writing work orders for factory electrical/electronic service repairs

To apply go to: <https://tidewaterautoelectricandsound.com/employment-application2/>