



2470 N Island Hwy Campbell River, BC V9W 2H1

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Job Posting – Service Advisor – 08/25/22

Job Description:

This is a permanent full-time customer facing position in a fast-paced facility, reporting to the Service Manager and working closely with service technicians to maintain efficient work flow.

Job Responsibilities:

- Schedule service and preventative maintenance work for phone and walk-in customers
- Effectively communicating with customers throughout the process of repairs
- Engage in customer follow-up techniques
- Create customer estimates, securing agreement from customers prior to repairs
- Invoicing and reports as required
- Create and maintain repair orders
- Explaining warranty policies and factory-recommended maintenance schedules to customers
- Encouraging vehicle service and maintenance
- Create, maintain and close OEM warranty and ICBC claims
- Answer phones, emails
- Impeccable punctuality and attendance

Qualifications:

- Service advisor experience in a Heavy-Duty facility preferred
- Technical background and general knowledge of common truck and trailer repairs
- Self-driven with a great attitude and high-energy personality
- Excellent customer service communication and sales skills
- Strong multi-tasking, organization and deadline skills
- Maintain service technician efficiency
- Strong computer skills using in-house and online software including Microsoft Office, with a willingness to learn new supplier and in-house software
- Ability to follow oral and written instructions with attention to detail
- Willing to work flexible hours and perform other miscellaneous duties in support of business needs
- Valid BC driver's license

How to apply:

Email: carmacdiesel@gmail.com