



AUTOMOTIVE / HEAVY TRUCK SERVICE ADVISOR

If you have positive attitude, effective communication, provide an exceptional customer service experience, and consider yourself a strong team player then we are looking for you.

B&C Truck Centre has a broad and diverse customer base that will provide a consistent variety to exercise all facets of your interest and aptitude. We pride ourselves on exceptional customer service and our outstanding team of professionals. B&C Truck Centre offers a challenging and rewarding environment with continuous focus on growth and professional advancement.

Our key to success is hiring the best!

Main Tasks / Responsibilities:

- To be the key customer contact and single point of reference for the Service Department
- Confirm and agree details of planned visits with customers, including re-plan of any outstanding defects
- Load workshop to maximize capacity utilization
- Ensure all resources are available in advance of scheduled work (labour and parts)
- Ensure all safety inspection appointments are planned and communicated to workshop foreman
- Greet all customers on arrival at the Dealership in a professional and friendly manner
- Clarify for the customer and the workshop the basis for the repair Retail / Warranty
- Ensure that all proposed work is correctly specified based on industry standard guides and IMPACT content and converted to ASIST quotes for communication with customer.
- Gain formal (written) customer authorization for quoted work (Retail)
- Agree on timescales for unscheduled work with customers and follow through to completion
- Ensure that all authorized work is properly estimated on the repair order prior to handover to the workshop
- Actively liaise and co-ordinate between customer and workshop on progress and ensure timely authorization of all incremental work
- Produce and explain invoice to customer at point of vehicle collection, agree sale amount and acquire customer signature
- Follow up after service / repair visit to check customer satisfaction
- To carry out any administration tasks consistent with your role as assigned by the Service Manager
- Take personal responsibility to ensure customer reception area is maintained to a professional standard
- Any other duties that may be reasonably requested by your manager

Key Qualifications:

- Post secondary education (recommended) with 2 to3 years experience in a Heavy Duty Truck Service Environment.
- Experience working in a Heavy Truck Dealership environment would be an asset.
- Strong computer skills with strong understanding of heavy truck and automotive related administrative software
- Strong mechanical and technical aptitude with a strong understanding of the automotive / truck repair industry
- Strong interpersonal skills and relationship building capability
- Exceptional communication and organization skills with strong attention to details
- Ability to effectively prioritize and adapt in a fast paced environment
- Professional self starter independent as well as a team player with a sense of importance and interest to learn new technologies and systems
- Willingness to work flexible hours to support the business needs

Key Benefits:

- Competitive Salary Wage Package Based on Qualifications & Experience
- Company Subsidized Health Care Program
- Company Subsidized Retirement Program
- Company Subsidized Sick Day Program
- Company Subsidized Uniform Program
- Company Subsidized Training Program
- Well Equipped, Clean Working Facility
- Pleasant Team Working Environment

All applicants are received in complete confidence,
Please forward your detailed resume to:

B&C TRUCK CENTRE
639Main Street West
Port Colborne, ON. L3K5V4
Fax: 905-835-1474
Email: careers@bctruck.ca
Attention: **Albert Ciolfi**
General Manager

Please Note:

We thank you for you interest in our company, however only applicants chosen for interview will be contacted.
B&C Truck Centre is an equal opportunity employer who welcomes and values diversity