



Job Description – Walkerton Service Advisor

Title - Walkerton Service Advisor

Walkerton, Ontario

The Administrative Service Advisor works in coordination with the Front Counter Service Advisor, by providing exceptional customer service experiences. The Administrative Service Advisor will create and maintain work order reports and provide the Parts department and Technicians the information they will require to complete the necessary work on customer vehicles.

Job Duties

- Greet customers in a friendly manner.
- Open and close repair orders as necessary.
- Review work orders and discuss work with the service technician.
- Liaison with Warranty Clerk to ensure customers are being taken care of.
- Manage warranty parts returns.
- Manage Loaner vehicles to ensure payments are being made to the dealership by Ford.
- Navigate and Manage Customer Loyalty Systems
- Monitor emails and ensure Customers are being responded to in a friendly and timely manner.
- Assist with pick-ups and deliveries when required.
- Manage dealership programs such as ARI, Element Fleet Bookings, and Repair orders.
- Additional duties as assigned.

Requirements

- High School diploma, G.E.D. or equivalent.
- 3-5 years of direct work experience in automotive repairs and service.
- Extensive knowledge of different automobiles and their service needs.
- Professional demeanor.
- Efficient problem-solving skills.
- Able to build and maintain lasting relationships with customers.
- Exceptional verbal communication and presentation skills.
- Ability to learn new technology and repair and service procedures and specifications.
- Ability to work individually and as part of a team.

- High level of integrity and work ethic.
- Must possess a valid driver's license.
- Exceptional customer service experience.
- Up-to-date knowledge of automotive parts and their functions.
- Is able to effectively communicate automotive issues clearly.
- Is able to work independently, managing his or her time and workflow.

Working Conditions

- Occasional lifting of items up to 10 lbs.
- Saturday shifts as required