

Service Writer (Advisor)

We have an exciting opportunity and are looking for the right individual to join our team.

Responsibilities:

- Greet customers when they arrive at the service center
- Input customer into our Repair Management system
- Manage and oversee the service center's workflow and scheduling
- Advise customers about warranty protections
- Consult with mechanics about necessary repairs and possible alternatives.
- Provide customers with in-depth information about available aftermarket and OEM (original equipment manufacturer) part options
- Answer questions about service outcome (after consulting with mechanic if necessary)
- Closing and managing lines on repair orders
- Call customers to inform them of changes in service or to let them know their vehicle is ready for pick-up

Requirements:

- Positive attitude, desire to learn and grow, sales experience, initiative, deadline oriented, reliable, and strong work ethic.
- Ability to communicate equally well with mechanics, customers and management
- Previous work experience in a dealership environment, particularly heavy equipment/truck industry, would be considered an asset
- Computer software used: Word, Excel, Outlook, Windows XP operating system. Prior CDK/ADP software experience considered an asset but not required.

Additional:

- Health/Dental/STD/LTD benefits
- Deferred profit sharing plan
- Standard work hours
- Paid overtime

Learn more about Southland International Trucks Ltd. at <http://www.southlandit.com>.

We thank all applicants for their interest, however, only those selected for an interview will be contacted.

Only email applications accepted.

email: robert@southlandit.com

