

Automotive Service Advisor

We are looking to hire a Service Advisor for our garage in beautiful Banff, Alberta. As part of the front-line staff this position is responsible for ensuring that all customers are provided with fantastic customer service, consultation, and explanation of required automotive services. In addition, this role has a strong administration focus through ordering parts and scheduling services. Experience is preferred but not mandatory for the right candidate.

Key Responsibilities

- Customer Service – ensure that all customers are greeted and welcomed to our garage, offering assistance and information when/if required. Handle any customer complaints and disputes in a professional manner
- Pricing/Quotations – responsible for handling sales, providing quotes on work, negotiating, writing up invoices
- Scheduling – coordinate scheduling of mechanical work and repairs
- Billing – responsible for ensuring that all requisition orders (R/Os) are accounted for and appropriate monies have been collected/processed
- Cash – handle all payment related transactions and ensure that till balances at day end
- Manage the garage's inventory of parts and supplies, ensuring that stock levels are appropriate and orders are placed in a timely manner.
- Develop and maintain relationships with customers, ensuring that their needs are being met and that they are satisfied with the garage's services.

General

- Full-time position, 8 hours a day plus a half-hour unpaid break/lunch

Skills/Qualifications Required:

- 2-3 years of automotive experience specifically relating to job costing, sales, invoicing, scheduling *is an advantage*
- Able to take direction and complete tasks as assigned
- Willingness to learn
- Able to multi-task and handle multiple priorities on a daily basis
- Able to work independently as well as part of a team
- Physically capable of lifting and moving items up to +50 lbs
- Must be available to work full time, 5 days a week