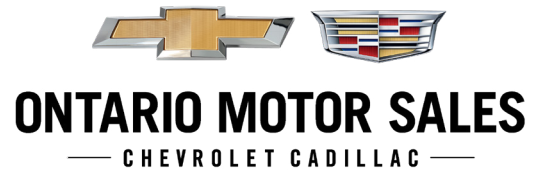


Service Advisor

Ontario Motor Sales



Ontario Motor Sales is a Chevrolet Cadillac dealership proudly servicing the Durham Region for almost 100 years! As a well-established GM Certified Service Centre, we see a high volume of maintenance work as well as warranty and repair orders.

We are looking for a Service Advisor to join our Service Department!

Integration of new technology and our desire to create amazing customer experiences has created the need for a technical support in our Service Drive. The Service adviser role is vital in delivering exceptional service department experiences to our continuously growing customer base. As the intermediary between the customer and our technicians, the successful candidate will provide guidance and assistance while recommending required services. An ability to use advanced communication technology including chat, text and video is a required skill for this position.

Key responsibilities:

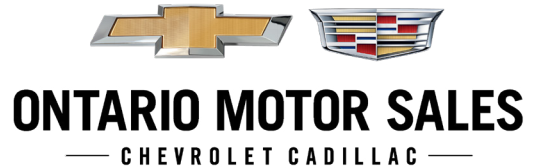
- Assist with Co-ordination of individual customer's service needs and liaise between the customer and technicians
- Create a unique service experience for our customers by utilizing video and other tech to ensure understanding and transparency through the maintenance/repair process.
- Consistently greet customers in a friendly and professional manner and maintain their loyalty to the dealership.
- Assist customers in picking up vehicles and properly update customer files to ensure that proper services are offered during future appointments.
- Explain service work including next maintenance requirements to customers as required.
- Notify customers when back-order parts become available.
- Check and review work in process and open R.O.'s to see that all work is being performed properly and time schedule is being met, as required.
- Diagnose the specific customer problems accurately and describe clearly on repair orders.
- Other duties, projects, etc. as requested by management.

Job requirements:

- Previous experience in a service advisor role, within the automotive dealership environment is not necessarily required but would be an asset
- 2+ years of customer service experience.
- Exceptional communication skills
- Valid Class G Driver's License

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We Offer:

- Salary plus Bonus Plan
- A well-established, stable business environment, in a company that has been a Durham region mainstay since 1923
- A competitive compensation package with benefits (including healthcare, drug, dental, optical, life insurance, pension
- Support in career advancement
- Great team environment
- Employee events

If you are passionate, customer focused, and thrive in a team environment, we encourage you to apply. We thank all applicants for their interest in Ontario Motor Sales – please note due to the volume of applicants, only those selected for an interview will be contacted.

Ontario Motor Sales is an equal opportunity employer and is committed to providing accessible employment practices that are in compliance with the Accessibility for Ontarians with Disabilities Act (AODA). If you require accommodation for disability during any stage of the recruitment process, please indicate this in your application.