

SERVICE ADVISOR

Ontario Motor Sales



ONTARIO MOTOR SALES

— CHEVROLET CADILLAC —

Job Description

Ontario Motor Sales has been proudly serving the Durham region over 96 years. As a family owned business, OMS is extremely well known in the community and is known for its long tenured staff. Integration of new technology and our desire to create amazing customer experiences has creating 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.

We Offer

- The opportunities, resources and support your need to grow and develop professionally
- Professional training
- A well-established, stable business environment, in a company that has a Durham region mainstay since 1923
- A competitive compensation package, with benefits (including healthcare, drug, dental, optical, life insurance, pension, and uniforms & cleaning)

Primary 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.

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Qualifications

- 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

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

Job Type: Full-time

Please Forward All Applications To: hr@ontariomotorsales.com