



SERVICE DESK ASSISTANT – T.I.C PARTS & SERVICE

The Service Desk Assistant at T.I.C Parts & Services assists the service manager with communication between the customer and Mechanics in the shop, moves vehicles, sources and collects parts & services. The Service Desk Assistant provides excellent customer service to customers.

WHAT WE CAN OFFER YOU:

T.I.C. Parts and Services is a locally owned and operated agricultural supplier in the services the Neepawa community. Being a part of the community, they believe in a work/life balance, and taking care of their employees by offering a strong health benefit package and a RRSP contribution option.

WHAT YOU WILL DO:

- Greet customers, answer the main phone line, and directs calls.
- Provides information and parts to the mechanics as needed.
- Properly track parts used as per inventory system and inventory management procedures.
- Provide assistance to Service Manager to ensure service desk coverage at all times.
- Book service appointments for customers and provide customers with service updates throughout the repair process.
- Schedule and coordinate an organized and prioritized service schedule.
- Communicate with the Mechanics and Technicians regarding recommendations, repairs, status/completion times, and concerns.
- Provide a consistent and high level of customer service at all times.
- Assist with filling out work orders / reports (notes from mechanic / customer, time billed, draft coding / write ups), and communicate to mechanics/customers.
- Ordering of specialized parts needed for Ag and Truck/Trailer mechanics.
- Take payments from customers and upsell add-ons.

WHAT YOU WILL NEED:

- Must have exceptional customer service skills and ability to communicate clearly and effectively.
- Must have general knowledge of Ag and Truck parts/repairs.
- Basic computer skills, including the ability to use industry specific software, and order parts online when required.
- Directly related training or education in the mechanics and/or agricultural industry is an asset.
- Ability to take initiative with a high level of independent judgment.



- Team player with strong commitment to the company.
- Excellent oral and written communication skills.
- Valid Class 5 Driver's License is required, Class 3 with Air a strong asset.

APPLY TODAY!

To apply for this opportunity, please send your cover letter and resume to Lora, at West-Can HR, Lora@wchrs.com For more information about this position, or for a detailed job description, call our office at 204-727-0008.

Only the applicants who are selected for further consideration will be contacted. We thank all jobseekers for their interest and potential application.

WHY SHOULD YOU WORK FOR OUR CLIENT?

TIC Parts & Services has been Neepawa's Short line Equipment Supplier for the past 30+ Years. They are equipped with 11000Sq. Foot Shop which gives them the ability to service the communities needs in a timely manner. They strive to provide the best service and expertise available. <https://ticparts.com/>

ABOUT WEST-CAN HR

Our team of Recruiters and HR Professionals are experts at matching jobseekers with career opportunities. Our goal is to connect with jobseekers and support their job search by utilizing our community connections and Jobseeker Network.

If you apply for this position and are selected for further consideration, this is our process:

1. We screen applicant resumes based on the required qualifications for the role.
2. We contact qualified individuals that are part of our Jobseeker Network to share the opportunity with them.
3. If selected, you will meet with the Lead Recruiter so we can learn more about you, your work experience, skills, and qualifications.
4. The top candidates are presented to the employer for selection. From there, we support the interviewing and hiring process.

