

## **Peterbilt Manitoba Ltd. is Hiring!**

### **Part-time Service Advisor – BRANDON, MB**

Reporting to the Service Manager, the Service Advisor will need to have effective communication skills, demonstrate active listening skills and exhibit customer service excellence with external clients and internal staff. This is a part-time position. Schedule to be determined by Service Manager during interview.

### **Qualifications**

- High School Diploma. Courses in automotive mechanics are an asset.
- Basic Mechanical Background
- Basic Computer knowledge
- Must have outgoing, friendly personality and superior communication and customer service skills.
- Must be able to write and work on routing reports and correspondences.
- Ability to handle customer complaints to a satisfactory resolution.
- Strong organizational skills.
- Sales experience promoting services is an asset.
- CDK experience is an asset.
- Experience working in an automotive or truck dealership service department is an asset.

### **Job Duties**

- Advise Customers about necessary service for routine maintenance.
- Determine automotive problems and services by listening to customer's description of symptoms; clarifying descriptions of problems.
- Confer with the customers about inspection results; recommend corrective measures, and prepare work order for needed repairs.
- Prepare a repair order showing time, cost, and labor estimates for service.
- Check for outstanding recalls or updates on the vehicle.
- Invoicing and closing work orders.
- Write a brief description of the problem in the repair order to help the mechanic locate the problem.
- Explain the work performed and the charges to the customer.
- Handle customer complaints.
- Follow all safety rules and regulations in performing work assignments.
- Handles service department filing and records.
- Update client information.
- Maintain positive relationships with customers, other employees and management.
- Flexible and available for Scheduling.
- Demonstrate an interest in growing the dealership business.
- Other duties as assigned.

Please send your Resumes and Cover Letters to the attention of: **Lordines Flores, HR Coordinator** @ [hr@peterbiltmanitoba.com](mailto:hr@peterbiltmanitoba.com)