



WESTERN STAR & FREIGHTLINER TRUCKS OF GRANDE PRAIRIE

Job Title: Service Advisor/Writer

Location: Grande Prairie

Western Star & Freightliner Trucks, Grande Prairie, is currently seeking an ambitious, dependable, Independent fast thinker to fill the position of Service Advisor. This position rotates through shifts Monday – Saturday including days and evenings. The incumbent must be available to work all shifts required. This is a permanent full time position which includes competitive compensation and a generous benefit package.

Western Star Trucks (North) Ltd. Parent company of Western Star & Freightliner Trucks, Grande Prairie, has been family owned and operated since 1987. We are a leading supplier of specialty trucks for the oilfield, mining, construction and logging industries. Western Star recognizes the importance of keeping their customers' trucks working and operating efficiently. Our goal is to decrease downtime and minimize costs without compromising quality workmanship.

Western Star Trucks believes in hiring and retaining the best by offering a positive open work environment, Paid Industry Training, Competitive Compensation, Full Benefits, and RRSP Matching.

Job Summary

Under the supervision of the Service Manager, the Service Advisor will welcome customers and gather information required to identify their vehicle repair and maintenance work they require. The Service Advisor sells maintenance services and organizes the work schedule, while maintaining exceptional customer service and rapport. The Service Advisor is the first point of contact for our customers and visitors and must have an innate ability to multi-task while providing a high degree of quality professional customer service.

Duties and Responsibilities

- Accurately listen to and communicate with the customer regarding all problems and concerns with their vehicle and/or work in process.
- Explain the nature of the work to be performed and all estimated costs to the customer in as much detail as necessary prior to repairs.
- Verify the customer's method of payment before the required repairs begin. Direct them to the Credit department to arrange credit approval, if necessary.
- Ensure accuracy of customer data in our computer system.
- Obtain, verify and double check that you have the correct truck/vehicle serial/VIN number, mileage, company, contact names and phone numbers on all required documents.
- Under the direction of the Service Manager, provide cost estimates to customers both external and internal



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- Notify and work with the Service Manager or Shop Foreman of incoming work.
- Be an active participant in the quality control process to make returns to the shop unnecessary.
- Other duties as required

Qualifications

- Demonstrated outstanding customer service skills
- Experience in the industry is not necessary; however preference will be given to those with experience in heavy duty trucks or automotives
- Basic understanding and ability to operate a computer including Microsoft Office programs and internal programs
- Must be able to work in a high pressure environment safely
- Must be able to present yourself in a positive, professional manner to colleagues and customers
- Ability to effectively present information and respond to questions from co-workers, managers, customers, and the general public
- Perform additional technical and administrative duties deemed necessary by the Service Manager or General Manager.