

Job Title: Service Advisor/Writer
Location: Acheson, AB

Western Star Trucks (North) Ltd. (WSN) 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 customer's trucks working and operating efficiently. Our goal is to decrease downtime and minimize costs without compromising quality workmanship.

WSN is currently looking for experienced, passionate, customer focused, detail oriented Service Advisors to join our team. Our new location offers a 15,000 square foot indoor parts warehouse, 36 Bay Service Shop including a Tri-axle dynamometer machine, a Body Shop offering full collision repair for all makes and models of Heavy Trucks, Buses, and RV's with 17 Bays and a state of the art 125 foot paint booth.

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

We are currently experiencing companywide growth and we need the right people to help facilitate this growth. If you are an experienced, dedicated, and passionate service advisor/writer and want to be a part of making Western Star Trucks (North) Ltd. the best in the industry please send us your resume.

Job Summary

Under the supervision of the Service Manager and Body Shop Manager, the Service Advisor/Writer will welcome customers and gather information required to identify their vehicle repair and maintenance work they require. The Service Advisor/Writer sells maintenance services and organizes the work schedule, while maintaining exceptional customer service and rapport. The Service Advisor/Writer 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
- Notify and work with the Service Manager, Body Shop Manager, and/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 and technical aptitude
- Experience as a Service Advisor/Writer is necessary; preference will be given to applicants with prior experience in Heavy Trucks.
- 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