

Position: Service Advisor/Warranty Writer

Location: Mt. Pearl, NL

Reports to: Service Manager

Anticipated Start Date: Immediately

Status: Full-time (42.5 hours/week)

Shift: Day Shift; Monday to Friday

About Us: Royal Freightliner Inc., a new division of Nova Enterprises Limited, is a Freightliner dealership located in Newfoundland. We are a dynamic company within a competitive market.

Position Profile:

The Service Advisor is responsible for customer relations, scheduling repair appointments, recording the condition of vehicles, and completing write-ups indicating the type of work needed.

Responsibilities:

- • Schedule work into the shop via telephone and customer direct contact, record the condition of the vehicle, and complete a write-up indicating the type of work needed based on initial Standard Repair Times.
- • Interact with customers as dictated by day-to-day business; this includes calling customers to solicit work if schedule slows and dealing with customer complaints as they arise.
- • Review parts that are ordered in and schedule the trucks in to have the parts installed on a daily basis.
- • Review and close repair orders daily.
- • Post cash sales and process invoices.
- • Responsible for helping the department reach its profit goals.
- • Check for recalls and determine the appropriate payment type.
- • Follow up with customers on purchase order/Invoice/documentation issues.
- • Reviews warranty status prior to creation of repair order
- • May be required to fill in for other employees as required.

Education, Experience & Skills:

- • Post-secondary education in a relevant field.
- • Previous experience in a service department of an auto or truck dealership.
- • Proven customer service skills including the ability to deal with customers on their issues with service or parts.
- • Demonstrated problem-solving and analytical skills.
- • Proven computer knowledge; ability to learn in-house programs; MS Excel experience is a requirement.
- • Strong listening and verbal communication skills are required.
- • Must possess the ability to make independent decisions when circumstances warrant.
- • The ability to deal professionally and tactfully with subordinates, supervisors, co-workers, customers, and vendors.
- • Willingness to pursue self-development courses applicable to the job.



Join our Team! We offer:

- Competitive compensation
- Comprehensive health benefits plan
- Company matching RRSP program
- Industry-focused training

We invite you to apply by sending your resume and cover letter to **Keith Coombs, Service Manager. Email: kcoombs@royalfreightliner.com or fax to 709.748.2189**

We thank all applicants for their interest but wish to advise that only those selected for an interview will be contacted.

NO PHONE CALLS PLEASE!