

This is a Full-Time Service Advisor Position in the Service Department at our Kooy Brothers Equipment Ltd. retail store location at 1919 Wilson Avenue in North York, ON.

To contribute to the operational effectiveness of the Service Department while working directly with both new and existing customers in our showroom and/or over the phone. This customer-focussed patient individual must be eager to greet incoming clients and is responsible for listening to the client's needs and providing superior customer service accordingly. The Service Advisor must possess a strong mechanical aptitude to be fluent in advising and providing recommendations and estimates for the diagnosis of equipment problems.

Duties Include:

1. Book service appointments and process service transactions for new and existing customers in person, over the phone and through email in a highly courteous, efficient and professional manner.
2. Listen to customers' needs in order to determine type of service required.
3. Prepare work orders / service quotes
4. Review work order with customer and communicate the best course of action, time frame of service/repair as well as any updates.
5. Coordinate the delivery time or pick up time with each customer and record data.
6. Return missed phone calls and emails promptly.
7. Accurately record customer information and data in the Dealer Management System. Attention to detail is critical.
8. Tag equipment for servicing and put in (or drive machine to) appropriate location.
9. Investigate progress of repairs and contact customer with status changes.
10. Follow up with Parts Manager regarding eta of incoming parts ordered or missing parts.
11. Conduct follow up calls with clients on services performed and on quotes issued.
12. Ensure top-level customer service with professionalism at all times.
13. Keep up-to-date on all warranty policies and product changes.
14. Report to and work in communication with the Service Manager.
15. Uphold excellent communication with shop technicians.
16. Help maintain cleanliness of work area.
17. Follow prescribed cash and credit processing procedures.

Job Requirements and Skills:

- Must adapt and effectively deal with customer inquiries in a fast-paced environment.
- Must be eager to provide superior customer satisfaction.
- Excellent written and verbal skills.
- Possess technical acumen.
- Must have a complete commitment to customer service and satisfaction.
- Must enjoy problem solving; be level headed and calm under pressure.
- Work with customers from beginning to end of their appointment.
- Must be a team player who possesses a positive attitude.
- Proficient with computer programs/computer savvy.
- Must be punctual.

Job Requirements and Skills Cont:

- Must have a valid G Driver's License.
- Kooy Brothers Service Advisors are required to be available Monday - Friday, occasional Saturdays and on a call rotation for after hours and weekends service support during snow storms.
- Keeps himself/herself well-groomed and clothed per Kooy Brothers guidelines including wearing company provided uniform.

Preferred Education and Experience:

- High school diploma
- Minimum 2 years' experience in customer service role

Desired Skills:

- Knowledge of languages in addition to English would be an asset
- Strong Interpersonal skills
- Organized and able to multi-task
- High attention to detail
- Solid phone presence
- Industry related experience an asset - knowledge of equipment and mechanical aptitude an asset

Please ensure to attach your updated resume and cover letter when applying. Only candidates chosen for an interview will be contacted.