

Thomas Solutions is looking for a Service Advisor

Where: 70 Beach Road, Hamilton, Ontario

We are expanding and are seeking a Service Advisor to join our Team!

Service Advisor Job Purpose:

We are a Cartage, Manpower, Leasing company. We service a variety of equipment, which includes heavy trucks, tractors, trailers, passenger trucks, cars and provide full service to them. We offer our clientele a wide array of versatility.

As a Thomas Solutions Service Advisor, you will be an integral part of delivering "Service, Value, Performance" to our loyal customers. Your role will be to communicate with our clients directly over the phone and in person to assist them with their automotive service needs. You will use your automotive service and technical expertise to assist clients with understanding their vehicle maintenance and repair requirements and determine appropriate service recommendations for their unique needs.

Our Service Advisors take responsibility for the following duties:

- Acknowledge walk-in customers immediately upon their arrival
- Booking service appointment(s) for existing customers
- Service customers with the utmost professionalism and make a special effort to ensure that every visit is an enjoyable experience
- Advise customers regarding their service decisions by gaining a comprehensive understanding of their symptoms or requirements
- Rectify customer complaints/concerns in a courteous and professional manner
- Keep shop Manager informed of any problems regarding shop or customer related matters
- Prepare and relay work orders,
- Keep records of all customer interactions and transactions.
- Communicating and reviewing needed repairs, costs and time constraints with clients/customers
- Finalize work orders (invoicing with internal departments)
- Conduct follow up calls with clients/customers on quotes issued and services performed
- Contact clients to advise them of service reminders such as oil changes, rotations, etc.
- Advising clients/customers on vehicle maintenance schedules
- Record accurately renewal dates of service (e-tests, safeties, plates, etc.)
- Maintain history logs (accurately track data as required by specific departments)

- Preparing/providing service and product quotes (as required)
- Communicate/Coordinate with the dispatcher (Cartage equipment as required by Dofasco)
- Coordinate/Communicate with Parts Manager (Ordering parts and/or sublet services as required to satisfy client requirements)
- Maintain **Thomas Solutions Code** of Conduct, Health and Safety Standards and ethics
- Ensure top-level customer service with professionalism and responsiveness at all times
- File closed work orders effectively

As a Service Advisor, you will possess the following skills:

- Highly effective communicator. Strong telephone skills, customer communication
- Organized and able to multitask in a fast-paced environment
- Experience in a sales or customer service role involving automotive service, tires, parts and accessories
- Demonstrated customer service skills
- Valid driver's license
- Some knowledge of tools and equipment
- Ability to communicate effectively
- Ability to work unsupervised and independently
- Ability to work in a team environment
- Superior problem-solving skills
- Automotive service knowledge is an asset but not required (training provided)
- Pleasant and friendly workplace attitude
- Excellent customer service skills
- Ability to take direction from a variety of different departments and able to prioritize according to importance

At **Thomas Solutions**, we are able to offer a comprehensive benefits package to full time employees, as well as the ability to offer Group Benefits

We appreciate the interest of all applicants however only those candidates selected for interview will be contacted.

Job Type: Full-time

Salary: Negotiable with experience





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www.thomassolutions.ca

Required education:

- Post-secondary

Required experience:

- Automotive Service Advisor: 1 year

