

## **Service Administrator**

We have an exciting opportunity and are looking for the right individual to join our team.

### Responsibilities:

- Field internal and external customer inquiries for the service department – both in terms of phone calls, electronic and walk in customers.
- Consult with mechanics about necessary repairs and possible alternatives to expensive work.
- Provide customers with in-depth information about available aftermarket and OEM (original equipment manufacturer) part options.
- Answer questions about service outcome (after consulting with mechanic if necessary).
- Advise customers about warranty protections and potential cost savings.
- Help customers decide between trading in a truck and/or trailer and fixing it through our shop.
- Manage and oversee the service center's workflow and scheduling.
- Call customers to inform them of changes in service or to let them know their vehicle is ready for pick-up.
- Reviewing and adjusting technician time as required.
- Opening work orders as directed, updating technician comments and preparing work orders for closing.
- Assisting the service manager and staff with staying on top of work orders and ensuring they are closed in a timely manner.
- Submitting and processing warranty claims and following up to ensure correct payment received.
- Assisting with new procedures, functions and launch of new processes.
- Ensuring adequate maintenance and filing of records.
- Other duties as requested.

### Requirements:

- Positive attitude, desire to learn and grow, initiative, job multitasking, deadline oriented, reliable and overall strong work ethic.
- Ability to communicate equally well with mechanics, customers and senior management.
- Previous work experience in a dealership environment, particularly automotive, would be considered a definite asset.
- Basic accounting knowledge strongly recommended but not required.
- Strong organizational and communication skills
- General understanding of mechanical/technical terminology preferred.
- Computer software used: Word, Excel, Outlook, Windows XP operating system. Prior CDK/ADP software experience considered an asset but not required.

### Additional:

- Health/Dental/STD/LTD benefits
- Deferred profit sharing plan
- Paid overtime

Please state your expected wage in your cover letter which will be negotiable upon experience and/or knowledge.

Learn more about Southland International Trucks Ltd. at <http://www.southlandit.com>.

We thank all applicants for their interest, however, only those selected for an interview will be contacted.

Only email applications accepted.

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