



Position: Service Advisor
Location: Truro
Reports to: Service Manager
Start Date: ASAP
Status: Full-Time; 2 Positions

Nova Truck Centres, a division of Nova Enterprises Limited, is a Freightliner and Western Star dealership with four locations across Nova Scotia. Recognized as an Employer of Choice by the Trucking Human Resource Sector Council Atlantic, 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 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 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 **Ken MacDougall, Service Manager:**
careers@novatrucks.ca

***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!***