



SERVICE ADVISOR

Philosophy:

- Emphasis in the development and implementation of a “customer service, customer focused” work ethic, within the department and the branch
- Work with integrity, always upholding company values including treating management and other employees with respect and contribute to building a positive team spirit

Responsibilities:

- Greet customers on the phone and in the Dealership promptly and in a courteous manner
- Handle all processing of Manufacturer warranty claims/Campaigns/Invoices, Schedule service campaign appointments when applicable
- Correct rejected claims to ensure maximum number of claims are paid
- Opening work orders with all pertinent customer and machine information
- Ensure customer accounts are in good standing before dispatching Technician to the job in the shop or field
- Ensure constant contact between Service Manager, Sales/Parts departments and the customer at all times
- Identify service needs of customer vehicle based upon historical service data
- Ask the proper questions to ensure the vehicle to be serviced is diagnosed properly and within Warranty criteria set forth by Kubota Canada and other OEM’s
- Provide repair/maintenance recommendations when applicable
- Review customer upcoming expired Warranty for service recommendations
- Stay up-to-date with Kubota and other OEM’s training requirements
- Typing and preparation of quotations, letters, and Safety docs. Etc.
- Be creative, improve process, utilize our operating systems, think outside of the box

Qualifications:

- Two or more years’ experience in repair troubleshooting and/or parts with a track record of success, preferably in one of the following industries: agricultural equipment, motor vehicle industry, outdoor power equipment, recreational vehicles, construction equipment and machinery, small engine and accessories.
- Must be proficient in parts lookup and servicing customers at the parts counter
- Outgoing and friendly personality
- Excellent written and oral communication skills
- Must have strong computer knowledge
- Proficient with demonstrable time management skills
- Willingness to participate and complete required training initiatives

Accommodations for job applicants with disabilities are available on request.