

JD's Hillview Auto Repair
1790 Hanwell Road
Hanwell, NB E3C 2A8
Attention: Jeremy Douthwright
Email: jeremy.hillviewauto@bellaliant.com

Position: Service Writer / Advisor

Education: Secondary (high) school graduation certificate or equivalent experience.

Screening questions: 1) Are you currently legally able to work in Canada?
2) Possess and valid driver's license

Experience: 1 year to less than 3 years in the trade.

Join Our Team: We are currently seeking a motivated Service Writer for our Fredericton (Hanwell) location. A Service Writer is responsible for acting as a liaison between customers and service technicians in an automotive repair environment.

Key responsibilities include but not limited to:

- Greet customers, assess their needs, and provide information about services and repairs
- Process customer paperwork, including repair orders and estimates, ensuring accuracy and clarity
- Relay repair recommendations and estimates to customers, addressing any inquiries or concerns
- Manage service appointments and coordinate with technicians to ensure timely delivery
- Ensure a high level of customer satisfaction by providing excellent service and follow-up
- Ability to communicate effectively (ability to read, write & speak English fluently)
- Computer knowledge (Microsoft windows & Office)
- Has neat legible writing
- Valid driver's license
- Computer software knowledge (shop management systems)
- Bondable
- Answer the phone promptly and courteously with shop approved greeting
- Ability to implement & support policies systems and procedures
- Maintain a clean and tidy environment/ workstation
- Demonstrates positive attitude and self-motivation
- Ability to perform multiple tasks with confidence, accuracy and effectiveness
- Possess strong interpersonal and adaptable skills
- Ability to work with minimal or no supervision

- Refilling stock
- Preparing weekly returns
- Accepting stock and verifying proper parts have been delivered
- Preparing warranty paperwork to be sent back with warranty parts
- Processing payments using both the shop management system and with the point-of-sale system
- Closing shop up at end of day, ensuring all paper work is filed accordingly
- Texting customers with appointment reminders, scheduling appointments via texting system

Benefits: Dental plan. Disability benefits. Health care plan. Vision care benefits. Pension plan and Boot allowance.

Wage: Based on experience, priority given to those with previous automotive experience.