Service Writer / Service Advisor

JD's Hillview Auto Repair – Hanwell/Fredericton, NB Full-Time | Competitive Pay | Family-Run Shop

JD's Hillview Auto Repair is growing, and we're looking for a **customer-focused, organized, and upbeat Service Writer/Advisor** to join our team. If you enjoy helping people, thrive in a fast-paced environment, and want to be part of a shop that values honesty, teamwork, and great service, we'd love to meet you.

⭐ What You'll Do
- Greet customers and create a welcoming, professional first impression.
- Listen to customer concerns and accurately document vehicle symptoms and service requests.
- Communicate clearly with technicians to ensure proper diagnosis and workflow.
- Prepare estimates, explain recommended repairs, and obtain approvals.
- Keep customers updated throughout the repair process.
- Schedule appointments, manage workflow, and maintain an organized front desk.
- Process invoices, payments, and warranty claims.
- Build long-term relationships through trust, transparency, and great service.

⭐ What You Bring
- Experience in automotive service writing or customer service (automotive background preferred but not required).
- Strong communication skills and the ability to explain repairs in a clear, friendly way.
- Solid organizational skills and comfort working with scheduling software.
- Ability to multitask and stay calm when it gets busy.
- A positive attitude, team mindset, and genuine desire to help customers.
- Valid driver's licence.

⭐ What We Offer
- Competitive wages based on experience.
- Monday–Friday 8 am – 5 pm schedule (no evenings or weekends).
- A supportive, respectful team environment.
- Opportunities for training and growth.
- A clean, modern, community-focused shop you'll be proud to represent.

⭐ How to Apply
Send your resume to **jeremy.hillviewauto@bellaliant.com** or drop it off in person at JD's Hillview Auto Repair, **1790 Hanwell Road, Hanwell NB**. We thank all applicants for their interest — only those selected for an interview will be contacted.