



Position Summary:

We currently have opening in our service department. We are looking for a Service Advisor to provide front-line customer service for clients requiring repairs, general maintenance, and inquiries. This position demands a confident individual with customer service orientation, strong interpersonal and telephone skills, who will provide front line contact with customers, service to a large fleet of trailers, match vehicle service demand with availability, coordinate and relay information to the required individuals on our service team, and ensure complete customer satisfaction in a fast paced environment.

Responsibilities

- Process customer service requests by checking availability of mechanics, quoting rates
- Perform unit check-in and check-out procedures
- Perform administrative duties, including billing for service invoices, and invoicing for parking infractions and toll charges, updating vehicle registrations
- Create damage estimates and communicate with customers.
- Relay information to other teams and departments
- Communicate professionally with customers and co- employees face to face, over the phone and via e-mail
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Schedule: This is full time position. Monday to Friday 8am-5pm

Qualifications:

- 2+ years of front line customer service with truck & trailer (or related) industry
- Experience in sales and administration
- Knowledge in service repairs
- Knowledge of maintenance practices
- Customer service and sales focused
- Proficient in Google Docs, Excel, Email, and Internet
- Exceptional attention to detail

Smartway is an equal employer that offers a benefit package and excellent working environment as well as the opportunity to grow and learn with the organization.

We look forward to hearing from you!