

## **PARTS & SERVICE ADVISOR – SALMON ARM, BC**

### Job description

Are you an outgoing individual with experience in service writing and parts inventory management? Do you live in the Shuswap or looking to relocate and find a role where you can display your customer service and organizational skills while working with a fantastic team?

Award Winning Employer of Choice by Boating Industry Canada, Gibbons Motor Toys is a marine dealership with stores in Salmon Arm, BC and Gibbons, Alberta. We retail and service KingFisher and Coyote boats, Mercury engines and more. We stock a large variety of parts and accessories for all your boating needs. With over 35 years of experience, our sales, parts, and service departments provide the best knowledge in the industry, and we are currently looking to add to our Service Team in the Salmon Arm store!

The Parts & Service Advisor is responsible for assisting with all Parts & Service Department operations including counter sales, repair order requirements, estimating service work costs, preparing repair orders, and providing support to the Sales Department when they are quoting unit accessories. The Parts & Service Advisor will have superior time management skills that will help keep the workflow of the Parts & Service Department organized and moving forward to ensure the continued achievement of the expectations of the department.

Key parts responsibilities include meeting customer deadlines, receiving and logging parts and products as necessary, product packaging, scheduling shipments, maintaining showroom displays, and inventory management. Key service writing responsibilities include collecting and inputting valuable information into the service software, scheduling service appointments, managing warranty claims, and maintaining high productivity. The Parts & Service Advisor will also assist with process improvements to help keep Gibbons Motor Toys' business running smoothly. This position requires a high level of ownership, accountability, and initiative.

### **Key Responsibilities**

- Parts Department Operations and Inventory Management
- Process and record parts sales and other parts counter transactions accurately
- Strive to exceed parts sales' monthly targets and strive to increase average invoice totals
- Handle all receiving & shipping of parts and packages in a timely fashion
- Verify receiving documents and report any shortages to the Parts & Service Manager
- Store all products in their correct specified locations and maintain an orderly Parts Department
- Maintain a clean work area and promptly discard scrap materials, packaging and used parts
- Timely assistance in dealing with all returns as per manufacturer's / distributor's return policies
- Increase technician efficiency by ensuring parts are binned and labelled for every repair order
- Process parts warranties and new return merchandise as required
- Provide accurate physical counts of all inventory as required, notifying others of discrepancies
- Monthly review of all layaway parts, ensuring all requested parts are paid in full before ordering
- Cover Parts & Service Department when Parts & Service Manager is away
- Perform other tasks as required by Parts Manager

### **Service Writing & Workflow**

- Support Parts & Service Manager by helping to open repair orders and record detailed customer concerns, accurately estimate service work costs, and monitor status of repair orders
- Monitor service schedules to help the Service Manager effectively plan work assignments
- Maintain accurate records and paperwork, and follow all processes to help ensure the workflow to other departments is correct and complete
- Ensure all serial numbers are checked for outstanding bulletins & campaigns
- Verify all jobs have the appropriate labour times written for the technician
- Promote extended service contracts and perform regular service follow-ups on schedule
- Verify warranty and service contract coverage and submit all required documentation
- Recognize and limit distractions to maximize performance while contributing to enhance Gibbons Motor Toys' high level of standards

### **Sales, Customer Service, and Retail Environment**

- Create a solid first impression and commitment to GMT's superior customer service by acknowledging all customers in a prompt and professional manner
- Maintain strong, long-term relationships that ensure customers return, and help strengthen the customer experience by providing knowledgeable information to address each ongoing need
- Ensure customer enquiries are dealt with quickly and with adequate and helpful information
- Effectively handle customer complaints and concerns while upholding GMT's high standards in customer service and satisfaction
- Proactively communicate with all customers to avoid promising unreasonable requests and deadlines, thereby enhancing the trust and confidence customers have of the organization
- Keep retail space at the highest standard by performing daily routine housekeeping to ensure parts displays remain tidy and full, are well organized, and portray a positive retail environment
- Assist Parts & Service Manager in merchandising displays with current, high demand products
- Safety and Process Improvements

### **Maintain safe work habits and a clean & organized work environment**

- Always use proper personal protective equipment
- Be aware of surroundings to avoid potential hazards or dangerous situations
- Effectively assist with implementing and supporting improvements to parts & service processes
- Identify and suggest opportunities for process improvement and cost reduction in the inventory management and retail sales of all parts and accessories, as well as ways for the organization to improve the efficiency and quality of service processes
- Complete all Mercury training as required, as well as any other parts-related training that Management sees as beneficial to provide the highest standard of customer service
- Communicate and collaborate with technicians to resolve inaccurate estimates in order to more accurately quote future work
- Strive to continuously increase product knowledge and remain up to date on all new products related to the marine industry, including use of manufacturer resources and platforms for technical questions and product knowledge development
- Continuously demonstrate an interest in growing the parts and service business

- Professional and Personal Development and Improvement

#### **Share in the team culture of continuous professional and self improvement**

- Actively participate in all performance planning exercises and peer feedback requests
- Be accountable and strive to lead by example, regardless of employment capacity or role
- Remain informed on and follow all applicable company policies

#### **Work Schedule**

- Must be available Monday to Saturday, 40 to 45 hours per week
- Must display reliable attendance and schedule time-off with advance notice and approval, taking into consideration busy times
- Closed on all long weekends

#### **Requirements**

Educational and experience requirements include:

- Relevant experience in and/or strong understanding of parts identification and inventory management, shipping & receiving, retail sales, production, or service
- Grade 12 diploma or 3+ years of experience in a similar role
- Knowledge in the marine industry and its products considered an asset
- Ability to listen effectively and interpret customer needs
- Proven ability to take direction from superiors and follow written and verbal instruction
- Demonstrated ability to maintain organization and consistently meet work schedules and customer deadlines
- Above-average computer skills, highly accurate with attention to detail
- Ability to meet all physical requirements of the job including lifting 50 lbs
- Basic math and problem-solving skills
- Reliable, punctual and a self-starter with strong work ethic
- Knowledge of CDK Lightspeed parts operating system preferred but not required
- Forklift experience will be considered an asset

All applications must include a complete resume as well as a cover letter or message further describing why you are the right fit for this employment opportunity.

With continued commitment to the ongoing enhancement of a first class and engaged team culture, Gibbons Motor Toys is awarded one of Boating Industry Canada's Employers of Choice.

[http://boatingindustry.ca/featured-articles/7848-m-p-mercury-and-gibbons-motor-toys-earn-employer-of-choice-award-recognition?utm\\_source=newsletter&utm\\_medium=email&utm\\_content=4760941&utm\\_campaign=](http://boatingindustry.ca/featured-articles/7848-m-p-mercury-and-gibbons-motor-toys-earn-employer-of-choice-award-recognition?utm_source=newsletter&utm_medium=email&utm_content=4760941&utm_campaign=)

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Expected start date: 2021-08-11

Job Types: Full-time, Permanent

Salary: \$20.00-\$24.00 per hour