

## Summary

***Are you an outgoing individual looking to gain experience in a service advisor 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 and powersports dealership headquartered in Gibbons, Alberta. We retail and service Can-Am offroad vehicles, Ski-Doo snowmobiles, KingFisher boats, Mercury engines and more. We stock a large variety of parts, accessories, and riding gear for all your outdoor needs. With over 35 years of experience, our sales, parts, and service departments provide the best knowledge in the industry!

**Job Title:** Service Advisor (Gibbons, AB)

**Start Date:** January 5, 2021

**Status:** Full-time

**Compensation:** \$20.00 - \$27.00 per hour  
Group health, dental, life and disability benefits after 3 months of employment  
Enrolment in employer matching pension plan after 1 year of employment

The **Service Advisor** is responsible for being the liaison between the customer and service technicians. They will help to identify customers' issues, accurately estimate service work costs, and prepare repair orders that are descriptive enough to ensure complete customer satisfaction and high technician efficiency. The Service Advisor will have superior time management skills that will help keep the workflow of the Service Department organized and moving forward to ensure the continued achievement of the expectations of the department.

Key responsibilities include collecting and inputting valuable information into the service software, scheduling service appointments, managing warranty claims, and maintaining high productivity. The Service Advisor will also assist with process improvements to help keep the business running smoothly. This position requires an individual who excels at maintaining high customer satisfaction and Gibbons Motor Toys high quality standards, with a high level of accountability and initiative.

**Department:** Service Department

**Reports To:** Alberta Service Manager

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# Key Responsibilities

## Service Writing & Workflow

- Effectively open repair orders and record detailed customer concerns with all relevant information entered in the system
- Schedule all service jobs and monitor schedules to help the Service Manager effectively plan work assignments that provide prompt, dependable, high quality service to customers
- Accurately estimate repair and other service work costs, ensuring they are competitively priced while maintaining profitability for the company
- Monitor status of repair orders including units waiting for parts, completed units awaiting pick-up, repair orders awaiting customer / warranty approval and sublet labour
- 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. (ex. cell phones, customer distractions, other co-workers)

## Customer Service

- Welcome new customers when they are introduced to the Service Department
- Maintain positive customer relationships to ensure repeat business
- Listen intently to customer concerns and descriptions, and ask follow-up questions to accurately assess required repairs
- Work with the customer to formulate the best service plan for their budget and needs, and consult with the Service Manager and technicians about possible alternatives that may be more cost-effective for the customer
- Coordinate with the shop and other departments to meet all customer deadlines and service requirements
- Fully explain problems, proposed repairs, and costs to customers, answering all questions or concerns, and obtaining approval prior to completing all work
- Discuss repair orders with technicians as required including discrepancies in anticipated hours to confirm cause and bill customer accordingly
- Proactively communicate with all customers to avoid promising unreasonable requests and deadlines, thereby enhancing the trust and confidence customers have of the organization
- Maintain a positive and friendly attitude toward all of our customers, including handling difficult situations calmly and with confidence, showing empathy and a positive attitude with any customer complaints

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## Safety & Process Improvements

- Maintain safe work habits and a clean & organized work environment
- Be aware of surroundings to avoid potential hazards or dangerous situations
- Identify opportunities for process improvement and cost reduction and suggest ways for the organization to improve the efficiency and the quality of service processes
- Effectively assist with implementing and supporting improvements to service processes
- 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 and powersports industry, including use of manufacturer resources and platforms for technical questions and product knowledge development, and completion of all manufacturer training as required

## 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

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## Requirements

### Educational and experience requirements include:

- Relevant experience in and/or strong understanding of service department operations
- Knowledge in the powersports/marine industry and their products considered an asset
- Minimum 2+ years of experience in a similar role
- 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 for using electronic repair order systems
- Highly accurate with attention to detail
- Basic math and problem-solving skills
- Reliable, punctual and a self-starter with strong work ethic
- Knowledge of CDK Lightspeed service operating system preferred but not required

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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Please submit resume along with cover letter that highlights key qualifications to [careers@abgmt.com](mailto:careers@abgmt.com)