



**Position:** Service Advisor

**Location:** Based on Availability

**Shift:** First Shift and Second Shift

**Reports To:** Service Center Manager

Do you have experience working in a service/coordinator position in trucking or automotive industries? Do you have a solid understanding of tractor, trailer and/or auto maintenance and repairs? Or are you an outstanding customer service professional with the ability to learn quickly?

IF that sounds like you....We are looking for you to be on OUR Team! The ideal candidate for this role will have experience working in a service/coordinator position in trucking or automotive. Candidates with outstanding customer service skills and who have the ability to learn quickly will be considered.

The job duties of a Service Advisor may include: Greeting customers and scheduling service appointments. Writing service orders and descriptions of problems and repairs. Translating customers' repair problems into standard repair terminology. Explaining repairs to customers.

#### **JOB Responsibilities:**

- Maintain open communication with customers and service center personnel at the counter and on the phone
- Listen to the customers' description of symptoms and clarify description of problem stated.
- Review equipment past history as required.
- Discuss service requests and when the equipment is needed by.
- Administer shop planning and scheduling of work; assign work to technicians.
- Get approval to proceed with the repairs and open the Repair Order.
- Monitor the repair work to determine if the repairs will be completed by the time promised; contact the customer if delays are expected.
- Update the computer and verify the work requested/experienced/approved was completed before the customer returns. Update some customers' computer systems.
- Know capacity hours and billed hours daily; work with the service center manager to call customer contacts to fill demand hours and fill the backlog of work.
- Understand and be able to process warranty work.
- Have a quality focus and work on continuous improvement.
- Help with parts and any other support areas as needed.
- Coordinate the service center activities with others in the service center manager's absence.
- Adapt to changing technology and needs of our customers

#### **POSITION Requirements:**

- Minimum of three years of experience in a high transaction environment
- Great organizational skills and the ability to multi task
- Strong customer service skills
- Solid computer skills with the ability to quickly learn and use new applications/software
- The ability to listen to customers and problem solve to find the solutions
- A team player mentality
- Excellent interpersonal and communication skills to interact with customers, vendors and service center personnel
- The ability to learn the technical aspects of the work and assist with the parts area when necessary

- A commitment to developing continuous improvement ideas to positively impact the business
- An associate's degree or trade school certification is a plus.
- This will be a rotational shift on days working from 5:00a to 5:00p.

Competitive Benefit Package: Health, Dental, Vision, Life Insurance, 401K Plan, PTO, Tuition Reimbursement. FREE onsite clinic at our Green Bay, WI location, for employees and their dependents, safety boot and prescription safety glasses allowance, paid uniforms and more!

Send Application or Resume to [applications@master-fleet.com](mailto:applications@master-fleet.com)