



## RV Service Advisor & Service Writer

Permanent Full-Time Position

### Introduction

Bucars RV Centre is looking for dependable, respectful, and helpful people, seeking a fun and active work environment as a **Service Advisor & Service Writer**. If you are well organized, an excellent oral and written communicator, and thrive in a fast-paced work environment helping customers and your team, we are looking for you!

### Responsibilities & Duties

- ⊗ Must be able to work until 6 pm and a Saturday in rotation for our busy season
- ⊗ Scheduling customer service appointments
- ⊗ Answering service-related questions through online messaging and over the phone
- ⊗ Creating work orders
- ⊗ Entering work orders into the Dealership Management System
- ⊗ Completing work orders when service is complete
- ⊗ Providing estimates and quoting repair work
- ⊗ Communicating the needs of the customers to your service technicians
- ⊗ Processing customer warranties and insurance
- ⊗ Collecting payments for work completed
- ⊗ Ensuring follow-up with customers
- ⊗ Position is occasionally in an outdoor environment in all climates
- ⊗ Other responsibilities & duties may be assigned based on skills

### Qualifications

- ⊗ High school diploma
- ⊗ Administrative, retail or customer service experience
- ⊗ Computer literacy and an understanding of industry software
- ⊗ Experience with IDS is preferred but not required
- ⊗ Basic understanding of accounting and electronic payment systems
- ⊗ Microsoft Office Experience
- ⊗ A strong desire to provide the best customer experience possible
- ⊗ Great communicator and listener via phone, email, or in person
- ⊗ Ability to think on your feet
- ⊗ Impeccable timeliness and dependability



## What We Offer

- ⊙ Healthcare Plan Available
- ⊙ Paid Vacation and sick days
- ⊙ Constant learning opportunities and professional development
- ⊙ Positive and encouraging work environment

## Salary

\$41,640 - \$62,400 annually

## Company Profile

Established in 1959, Bucars is proud to be the first Calgary RV dealership offering a wide variety of campers, trailers, and motorhomes to RV enthusiasts in Western Canada.

Situated on 12 acres, we make shopping for your new RV comfortable with our 14,000 sq ft. showroom, and 19,000 sq ft service shop.

We are an industry-leading, locally owned RV dealership with a strong reputation in the RV Industry. We firmly believe in a family-centered, customer-focused and enjoyable work environment. We aim to have the best customer experience in the RV industry and the best in any industry.

## How to Apply

If you meet the above qualifications and can feel you can fulfill the responsibilities of the **Service Advisor & Service Writer**, please submit your resume and cover letter in our application form.