

SERVICE ADVISOR

Cornwall Nissan
2605 Brookdale Ave
613-933-7555



Job Description

Cornwall Nissan is looking to add to our dynamic and exceptional service team and we are looking for people who excel in customer service and results-driven service environments. Cornwall Nissan is currently seeking individuals who are motivated to create long lasting relationships with our current customers! We offer a fantastic team environment, great benefits and ongoing training and support for our employees. If you've got the horsepower to join a fast paced environment and hit our high standards – apply today!

You will be responsible for ensuring every customer you greet gets the best level of customer service and beyond. Servicing both New and Used vehicles, your success will hinge on following process and we'll teach you how to be number one. We're looking for people who want to take charge of the customer experience and be the drivers of their own success. If you're looking for a "job" you won't find it here. What you will find are numerous people passionate about all aspects of the car business, sales, and service. What you'll bring to the table is an appetite to learn, grow, be challenged, have fun and above all a great attitude. We're far less concerned if you don't have experience if you have the right attitude. Let us teach you how Cornwall Nissan services cars and treats our customers!

This position provides front-line customer service and sales for the Service Department. You will be responsible for greeting customers and providing repair recommendations, explaining the nature of repairs, advising customers how to look after their vehicles, scheduling appointments, selling labour, and providing an extraordinary experience for all customers. As a CORNWALL NISSAN Service Advisor, you will be responsible for handling customer service requests and concerns, following and meeting Nissan Canada' Customer Experience Standards in service, sales objectives and the accurate performance of designated administrative duties. The Service Advisor must be personable, friendly, and honest, and enjoy talking to people.

Responsibilities and Duties

This position is responsible for:

- Selling vehicle maintenance and repair
- Greeting customers and providing vehicle repair recommendations
- Explaining the nature of repairs
- Advising customers how to look after their vehicles
- Scheduling appointments
- Providing an extraordinary experience for all customers

Qualifications and Skills

Successful candidates will have

- CDK/ADP experience preferred
- An aptitude for customer relations/service
- Bilingual - strong communication skills
- The ability to sell required maintenance
- The ability to work as a part of a TEAM
- Ability to work in a fast-paced environment

Benefits We offer:

- Competitive pay plan, including salary and performance bonus
- Vacation allowance
- Full benefit plan
- Career advancement
- Training and coaching
- Management support

Job Type: Full-time
Required experience:

- Dealership Service: 2 years
- Vehicle maintenance sales: 1 year
- Must be Bilingual (English & French)

Cornwall Nissan invites applications from all qualified individuals. Cornwall Nissan is committed to employment equality and diversity in the workplace. Cornwall Nissan provides support in its recruitment processes to applicants with disabilities, including accommodation that takes into account an applicant's accessibility needs. You may apply directly through Cornwall Nissan's website at the following link ibit.ly/9WxL or send an email directly to andre@cornwallnissan.ca