



Subsidiary of Federal Signal Corporation

WHO WE ARE:

As the leading distributor of public works equipment, Joe Johnson Equipment (JJE) provides mobile infrastructure-maintenance equipment to municipalities and contractors across Canada and the US. Through our branch network, we sell, rent, lease, service and support Vacuum Trucks, Refuse & Recycling Collection Vehicles, Street Sweepers, Snow Removal Equipment, Mowing Equipment, Ice Resurfacing Equipment, Sewer Cleaners and Inspection Cameras.

JJE is a dynamic and growing organization, focused on maintaining an Employer of Choice culture that is committed to providing challenging and rewarding career opportunities. JJE employees enjoy competitive compensation packages, robust group benefits and an opportunity to grow professionally within a supportive and stable work environment.

JJE is a proud subsidiary of Federal Signal Corporation.

SERVICE ADVISOR

LOCATION:

West St. Paul, MB (Perimeter and McPhillip's)

POSITION TYPE:

Full Time (Monday to Friday)

POSITION SUMMARY:

The Service Advisor will be responsible for performing a variety of administrative functions for the service department, liaising with internal and external customers, processing the daily administrative workflow of the department and helping to ensure the department runs efficiently and in alignment with procedures and customer expectations.

POSITION QUALIFICATIONS:

- 2+ years' experience in a Service Advisor role or related administrative/customer service position
- Experience preparing quotes, opening and closing work orders and working in a dealership environment preferred
- Strong computer skills with proficiency in Microsoft Office and Work Order Management System/ERP
- Mechanical aptitude or exposure to a heavy equipment work environment an asset
- Ability to excel working in a fast paced environment
- Ability to organize, multitask and manage workflow
- Positive attitude with a dedication to customer satisfaction
- Ability to adapt to changing priorities
- Valid driver's license



705.733.7700



jjei.com



705.733.8800



info@jjei.com



2521 Bowman St. Innisfil, ON L9S 3V6

Clean Air. Clean Water. Clean Streets.



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RESPONSIBILITIES:

- Act as a liaison between the customer and the service department by preparing quotes, opening and closing work orders and providing updates on repair status
- Edit and update all work orders to ensure accuracy and obtain necessary approvals
- Liaise with the parts department to ensure timely quoting of parts and to obtain ETA updates
- Resolve and/or escalate customer concerns and maintain positive customer relations
- Maintain and update service department records and files as required
- Ensure on-time billing for all customers
- Stay up-to-date and participate in industry or Company training opportunities
- Administrative and ad hoc duties as required

WHY WORK AT JJE?

- Competitive Compensation Structure
- Deferred Profit Sharing Program
- Quarterly Profit Share Opportunities
- Robust Group Benefits Fully Paid by Company
- Opportunities for Professional Growth
- Exceptional Team Culture
- Safety Focused

If you are looking for a new and exciting career opportunity, then we welcome your application. JJE provides a dynamic work environment and an opportunity to grow with us. We are an Equal Opportunity Employer and we encourage applications from all qualified persons, however only those who are being considered for the position will be contacted.

If you are contacted for an interview and require any accommodation, please notify HR and we will strive to provide applicable accommodation.

HOW TO APPLY:

**Please send a cover letter and resume to Human Resources
Email: careers@jjei.com**



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