



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. We have a stable, team-based and collaborative work environment that drives our organization to be best-in-class within our industry.

We offer opportunities across Canada and the US, and are committed to providing challenging and rewarding career paths for our employees. JJE provides very competitive compensation packages, robust group benefits and an opportunity to grow professionally.

JJE is a proud subsidiary of Federal Signal Corporation.

SERVICE ADVISOR - ROAD

LOCATION: Innisfil, ON
POSITION TYPE: Full Time (Monday to Friday)

POSITION SUMMARY:

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

POSITION QUALIFICATIONS:

- 2-3 years' experience dispatching and scheduling, preparing quotes, opening and closing work orders; preferable in a dealership or heavy equipment environment
- 2+ years' experience in a Service Advisor role or related administrative/customer service position
- Strong knowledge of Ontario Geography
- Strong computer skills with proficiency in Microsoft Office and Work Order Management System/ERP
- Mechanical aptitude or exposure to a heavy equipment work environment
- Strong decision making and communication skills
- College diploma or certificate in Automotive or Business Administration preferred
- 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 road service department through clear and detailed communication
- Efficiently schedule and dispatch technician's daily
- Accurately prepare quotes, open/close and process over 40 work orders daily and obtain necessary approvals
- Provide updates to Road Service Manager regarding WIP and follow-up with customers as required
- Liaise with the parts department to ensure timely quoting of parts and to obtain ETA updates
- Resolve customer concerns, maintain positive customer relations and escalate concerns to Manager where appropriate.
- Maintain and update Road 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
- Ability to work outside regular business hours, when required

WHY JJE?

- Competitive compensation package with annual increase opportunities
- Robust Group Benefits 100% paid for by the Company – inclusive of Health, Dental, Life, Disability and Travel coverage
- Employee Assistance Program (EAP)
- Employer Matching Retirement Savings Plan
- Profit sharing opportunities paid quarterly
- Tuition & Professional Development paid
- Federally recognized as certified Employment Equity organization

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 in advance and we will provide applicable accommodation.

HOW TO APPLY:

Please send a cover letter and resume to Human Resources
Please use "Service Advisor - Road" as subject line
Email: careers@jjei.com



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