Joe Johnson Equipment

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

LOCATION: **Calgary, Alberta**
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

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

Joe Johnson Equipment

Subsidiary of Federal Signal Corporation

- 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 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" as subject line
Email: careers@jjei.com