

KEIZER'S AUTO GROUP



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THE COACHWORKS



NOW HIRING!

We are looking to grow our team with energetic new people. Immediate openings for:

CLIENT CARE EXPERT

DESCRIPTION

The Client Care Expert is responsible for providing professional, high quality customer service. The primary focus is to ensure the efficient operation of the front office of the collision centre. The CSR contributes to the profitability of the organization by establishing a highly successful and efficient sales and service environment. This individual is the product and service champion ensuring they have the product (service) knowledge required to match identified client needs and generate desired outcomes. A CSR is a role model and leader and must solve problems, make informed decisions and manage the customer file wisely in order to achieve maximum results.

CORE COMPETENCIES

- Customer focus
- Team work
- Adaptability / Flexibility
- Decision Making and judgement
- * Communication
- * Time Management
- * Creative and Innovative Thinking
- * Planning and Organizing

JOB DUTIES

- Ensure all transactions that affect customer satisfaction are processed accurately

REQUIREMENTS

- Strong knowledge of collision and automotive repair industry
- Excellent teamwork and team building skills
- Strong conflict resolution and problem solving skills

CAREER PATH

This position can lead to other management positions in the local collision repair business or to vehicle manufacturer and independent parts business.

CONTINUING EDUCATION

Training is available from vendors for inventory systems, computer applications, and details of part ordering and returns. Certification is available through ASE.

We offer competitive wages based on experienced.