

# Job Description

## Barber and Haskill - Warranty / Customer Service Advisor

We are currently seeking a **Warranty / Service / Parts Advisor** to support our continuous growth.

Barber and Haskill has been serving and growing in our community for over 80 years! We are a locally owned and operated Appliance and Mattress retail store with an excellent service department that offers service to a wide variety of appliances. Our appliances service team sets us apart from our competitors and we are looking for a someone that can help grow and accentuate that competitive difference.

### Working at Barber & Haskill

This is a full-time, permanent position. We offer a competitive wage commensurate with experience. You'll work five days a week approximately from 8:30am to 5:00pm between Monday and Saturday (Service is closed Sundays).

We're a small team, and every one of us has a big day-to-day impact. Each member of our team works together to provide the best possible service to our customers. While we have primary roles, the expectation is that we go beyond our roles to ensure our customers get the best customer service. We take the time to get to know our customers and greet them with a warm and friendly attitude. Our passion and commitment to great service have made us a staple in our community. If this sounds like your kind of job, we can't wait to hear from you.

### Responsibilities:

Be the first contact for our customers looking for assistance/service for their appliances primarily on resolving service warranty issues/concerns.

Create and maintain plan to improve warranty revenues.

Oversee warranty claims and ensure all claims are processed in a timely manner.

Dispatch service calls to appliance technicians

Follow-up service calls with clients

Create and maintain positive client relationships to ensure service levels remain strong and profitable.

Support Service Manager with day to day administrative needs

Review work orders for accuracy

Source and order parts and supplies as required

Organize and maintain call log for all service requests

Prepare quotes and tender packages

**Qualifications:**

Successful candidate needs to have an understanding of creating and executing on Key Performance Indicators (KPIs).

Previous experience in the following;

- Customer service
- Parts lookup & ordering
- Technical knowledge/working with technical diagrams

Independent thinker/highly motivated individual

Well organized and detail oriented

Strong multi-tasking ability and able to think on your feet in a fast paced environment

Excellent verbal and written communication skills

Experience with MS office

Must be flexible with working hours based on business needs.

Compensation commensurate with experience.

Please note: While we appreciate everyone's application, only those candidates that are selected for interviews will be contacted.

Job Type: Full-Time Permanent Position

- Schedule is based on needs of the company. Our service department is open Monday through Saturday. Schedule is a five - day work week within hours of the department's operations.

- 8 hour shift/40 hour work week
- Must be available Monday to Saturday

Experience:

- Customer service: 1 year (preferred)
- Customer Support & Warranty Service: 1 year (preferred)
- Some Technical/Parts experience would be an asset
  
- Managerial experience would be an asset Professional-level fluency in English
- Bilingual would be an asset – English & French

Education:

- Secondary School (preferred)

Application deadline: 2023-09-04