



17134 Westfield Park Road, Westfield, IN 46074

Assistant Service Advisor

THE COMPANY

Custom Truck and Auto (CTA), established in 1969, as a part of Custom Concrete, provides repair and maintenance services for commercial vehicles. We work on light, medium, heavy duty trucks and equipment, as well as buses and RVs.

To support growing customer demand, CTA is looking for a results-oriented leader to act as an Assistant Service Advisor.

DUTIES

In this role, you will work alongside the Service Writer and the Service Manager by helping to source parts, estimate jobs, and direct work to Technicians.

Your duties will include:

- Managing parts sourcing and parts inventory
- Documenting Standard Repair Time for each operation prior to dispatching work
- Assigning work to qualified technicians
- Dispatching work and relaying work instructions to technicians
- Creating written documentation of customer concerns
- Invoicing completed repair orders prior to releasing the vehicle.

QUALIFICATIONS

- Prefer 1 or more years as a Service Advisor and/or parts associate in Heavy Duty Truck or equivalent experience
- Must have EXCELLENT customer service skills
 - Phone, written, and face to face
- Possess a high level of overall technical and parts knowledge
- Valid Driver's License
- Previous Diesel Mechanic or equivalent experience is a plus