



Arnstein Lawn and Garden Company Inc.
PO Box 1258, 100 Hwy. 17 E. (at Hwy. 11 S.)
North Bay, ON P1B 8K5
Phone (705) 472-8500 | Fax (705) 472-9975
info@arnstein.ca | www.arnstein.ca

JOB DESCRIPTION
MARCH 2024
POSITION – SERVICE ADMINISTRATOR

GENERAL DESCRIPTION

The purpose of the available position is to co-ordinate service calls and correspondence with customers, designate and supervise work to service technicians and complete documentation of service work.

RESPONSIBILITIES (Include but are not limited to):

- Ascertain problems and services by listening to customer's description of symptoms; clarifying description of problems; checking equipment maintenance records; examining service schedules.
- Verifying warranty and service contract coverage by examining records and papers; explaining provisions and exclusions.
- Developing estimates by costing materials, supplies, and labour.
- Preparing shop work orders (W/O) by describing symptoms, problems, and causes discovered, as well as repairs and services required; obtaining approval signatures; entering W/O into service database system.
- Maintaining customer rapport by explaining estimates and expected return of equipment; obtaining customer's approval of estimates; obtaining and providing contact telephone numbers; answering questions and concerns.
- Maintaining records by recording problems and corrective actions planned.
- Updating job knowledge by participating in educational opportunities; reading manufacturers' publications.
- Completing documentation and preparing invoicing for work orders.
- Understanding and preparing warranty documentation and submission to manufacturers' for reimbursement.
- Submitting and monitoring warranty submission to manufacturer.
- Assigning work orders to service technicians.
- Monitor and supervise service technicians work in progress, assign and schedule as required.
- Monitor and report to service technicians on time gain/loss and shop recovery and efficiency statistics.
- Work with parts department on required items and assisting occasionally in parts department if required.





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QUALIFICATIONS

- Interpersonal skills and ability to multi-task for working with customers and co-workers in a professional and courteous manner.
- Attention to detail.
- Bilingual (English and French) is a significant asset, but all applicants will be considered.
- General service and parts understanding. Any mechanical experience and/or training is a significant asset.
- Computer proficiency: work involves significant use of dealership software and entry of all items into business system and on-line supplier dealer portals.
- WHIMIS certification (will be provided by employer if required).

LINES OF COMMUNICATIONS

- Applicant will report directly to the owner.
- Daily communications with the owner will be key to all decisions surrounding both customer and technician interactions.

WORKING TERMS AND CONDITIONS

- Inside, service area, North Bay, Ontario
- Monday to Friday 8AM to 5PM.
- Position is permanent full-time with anticipated start date as soon as possible.

PAY AND BENEFITS

- Full time salary rate is to be determined based on experience and/or certification.
- Paid weekly/week following.
- Benefits include health, dental, disability, critical illness, and life insurance. Premiums paid by company.



JOHN DEERE



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