



Reception / Customer Care Full-Time

Campbell River Region
Campbell River

Monday August 17, 2026

\$21 - \$25/ hour (\$20.00 to \$25.00/hour)

Company: No.1 Autobody Ltd.

Website:

<https://csncollision.com/location/no1autobody-collision-repair-centre-in-campbell-river/>

Industry: Retail & Wholesale

Remote/Camp Based Job: No

How to apply:

Please drop off your resume in person at 2770 North Island Highway or email it to Morgan our general manager: morgan@no1autobody.com with the subject line "Reception / Customer Care Application - [Your Name]."

Expiry Date:

Monday, August 31, 2026

Details:

About Us Join our team at CSN No.1 Autobody Ltd - we are a busy, family-owned body shop that has been serving the Campbell River and surrounding community for over 30 years. We pride ourselves on high-quality repairs and treating our customers like neighbours. We are looking for a friendly, organized "face of the shop" to help out in the front office and keep customers informed while their vehicles are in for repair. The Role As one of our Receptionists: you are the first point of contact for our customers - greeting customers, answering phones, replying to emails and booking appointments. As our Customer Care Representative: you are the first point of contact for customer service. Your goal is to make the repair process as stress-free as possible for the client by providing clear communication and efficient administrative support. This involves communicating repair status while the vehicle is in the shop, reaching out with post-repair follow up, and screening customer service issues. This does not involve getting in over your head with technical jargon or specialized collision repair knowledge - your job is to collect preliminary information, resolve basic issues then direct complex cases to our general manager. Key Responsibilities • Customer Interaction: greet walk-in clients warmly, answer multi-line phones, and respond to emails. • Scheduling: book estimate appointments and coordinate vehicle drop-offs/pick-ups. • Updates: provide regular status updates to customers

throughout the repair process. • Claims Support: assist with insurance claim paperwork and verify deductibles. • Administrative: process payments, maintain digital and physical files, and handle basic data entry. • Post-Repair Care: lead our follow-up process to ensure 100% customer satisfaction and manage our online reputation and reviews. Why Work With Us? • Competitive pay and reliable hours. • Comprehensive benefits package (Extended Health/Dental). • A supportive, family-oriented work environment where your hard work is noticed. • Opportunities for growth and training within the industry. • Hours of operation are Monday to Friday 8:00am to 5:00 pm • Coffee, tea, hot chocolate - and Wednesday is donut day

Qualifications & Experience:

What We're Looking For: • Attitude: a positive, empathetic, and "can-do" mindset—attitude is everything in our shop. And don't forget to bring your sense of humour!!! • Skills: excellent verbal and written communication is required. Also required is the ability to multi-task in an occasionally fast-paced environment. We like to stream-line our day so we can work calmly and efficiently - but there are rushes for sure. • Tech Savvy: experience with shop management software (like Mitchell or Audatex) is a major plus. Or... ability and enthusiasm to dive in and learn new software - also a major plus. • Experience: previous experience in a body shop or automotive service role is preferred but not required - we are willing to train the right person.
