



Island Owl Mazda, located in Campbell River, is part of the Steve Marshall Group which operates new, used, and RV dealerships throughout British Columbia and the US. We are an award-winning brand with more than 500 employees, and we are looking to add one more as a full-time **Service Advisor**.

At Island Owl Mazda, we are dedicated to delivering exceptional service and building lasting relationships with our customers. As a respected name in the automotive industry, we strive for excellence in everything we do – from vehicle sales and service to customer support.



We are offering a **\$10,000 signing bonus** to welcome the right candidate to our team! This is a great opportunity to join a reputable dealership group while being rewarded for your experience and commitment to customer service. Bonus details will be discussed during the interview process.

Role Summary

We are seeking a dynamic and customer-focused **Service Advisor** to join our team in Campbell River. As the primary liaison between customers and our service department, you will ensure an outstanding service experience by understanding and addressing customer needs with professionalism and efficiency.

Key Responsibilities

- **Customer Interaction:** Greet customers in person or via phone, discuss their vehicle concerns, and schedule service appointments.
- **Service Scheduling:** Coordinate the scheduling of service and repair work, ensuring efficient use of technician time and resources.
- **Work Order Creation:** Create and maintain accurate repair orders, capturing customer concerns, vehicle details, and requested services.
- **Dispatching Technicians:** Assign jobs to technicians based on skill level, availability, and workload to optimize workflow and meet customer timelines.
- **Customer Communication:** Provide regular updates to customers regarding the status of their vehicle and any changes to estimated costs or completion times.
- **Estimate Preparation:** Prepare detailed service and repair estimates for customers, including labor and parts costs.
- **Parts Coordination:** Work closely with the parts department to ensure timely availability of required parts for service and repair jobs.
- **Warranty and OEM Guidelines:** Ensure all work complies with OEM warranty requirements and policies, processing warranty claims as needed.
- **Problem Resolution:** Address and resolve customer complaints or issues related to service in a professional and timely manner.
- **Documentation and Records:** Maintain accurate records of service history, technician notes, and customer communication.
- **Upselling Services:** Identify additional maintenance or repair needs based on OEM guidelines and vehicle condition, and recommend them to customers.
- **Compliance and Safety:** Adhere to OEM service standards, safety regulations, and environmental requirements.
- **Team Collaboration:** Work closely with technicians, parts staff, and other team members to ensure seamless service operations.



Qualifications & Competencies

- Experience as a Service Advisor or in a similar customer-facing automotive role (preferred).
- Strong knowledge of vehicle maintenance and repair processes.
- Excellent communication and interpersonal skills with a customer-first mindset.
- Ability to multitask and thrive in a fast-paced, team-oriented environment.
- Proficiency in dealership management software and basic computer skills.
- Detail-oriented and organized with a problem-solving attitude.
- Valid driver's license and a clean driving record.

What We Offer:

- Competitive compensation plan.
- Full benefits package.
- A friendly, team-oriented work environment.
- Opportunities for growth and development.

Salary Range:

\$48,000 - \$90,000/year

How to Apply:

If you feel that you would be a great fit for this role, and our team, please submit a copy of your resume via the Steve Marshall Group career site: [Career Centre | Recruitment](#). We do thank all applicants in advance, but only those selected for an interview will be contacted. Thank you for your interest!

Our company is an **equal opportunity employer**. We are committed to creating a workplace that is free from discrimination and harassment and where everyone has a fair and equal chance to succeed.

We recruit, hire, train, promote, and make all employment decisions without regard to race, colour, religion, sex, gender identity or expression, sexual orientation, national origin, age, disability, veteran status, genetic information, or any other protected status under applicable law.

We believe diversity and inclusion make us stronger, and we are dedicated to building a culture where all employees feel respected, supported, and empowered.

If you require reasonable accommodation during the selection process, please let us know and we will work with you to ensure your needs are met in accordance with applicable laws.