Service Associate, Transportation Services

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RE-POST

Office, Clerical and Technical
Position covered by the Collective Agreement with USW Local 4120

Service Associate, Transportation Services

Finance and Administration, Physical Resources

Hiring #: 2019-0150

Please read the Application Instructions [1] before applying

Reporting to the Manager, Transportation Services, the Service Associate will be accountable for a variety of administrative functions in a vehicle services environment where excellent customer service, accuracy and attention to detail are top priorities. Specific responsibilities include: working with clients to schedule and coordinate regularly scheduled vehicle service and repairs in accordance with the University’s Licensed Vehicle Policy and Guidelines; serving as the primary liaison between technicians and clients, providing information to clients and documenting in the maintenance management system all work that has been performed; responding to unexpected emergencies and breakdowns, working with Senior Vehicle Mechanics and the Manager to reschedule work as needed to ensure vehicles and equipment remain operational; sourcing and ordering parts and supplies, arranging for services to be provided by outside specialized businesses, entering any related charges into the computerized maintenance management system; assisting with pick up and drop off of vehicles as needed; providing administrative support as needed (e.g. answering phones; taking messages; word processing various documents; working with spreadsheets; performing data entry; arranging meetings and booking all associated supports; taking minutes; verifying, distributing and processing invoices); and other associated duties as assigned. Hours of work are 7 am to 3 pm.

Requirements of the position include: a community college diploma in administrative business management (office administration preferred) and/or equivalent industry approved certificates in automotive business management/customer service, together with a minimum two years’ experience in a busy automotive office, or an equivalent combination of education and experience. Additional requirements include: demonstrated knowledge of Microsoft Office, electronic filing and email; accounts payable or financial administrative experience, including an understanding of general ledger coding structures; mathematical proficiency; excellent interpersonal, communication and customer service skills; demonstrated ability to multi-task and organize; the ability to work well both independently and as a part of a team; sound judgement, tact, and diplomacy; accuracy and attention to detail and analytical skills. A valid G license is required. Experience with data entry and database software would be an asset, as would knowledge of the University campus, including building names, number, locations and departments.

Position Number         841-013
Classification               USW, Local 4120 Salary Band 3*
Salary Range              $20.81 Minimum (Level 1)
                           $23.23 Normal Hiring Limit (Level 3)
                           $28.09 Job Rate (Level 7)

*Tentative evaluation; subject to committee review.

At the University of Guelph, fostering a culture of inclusion [2] is an institutional imperative. The University invites and encourages applications from all qualified individuals, including from groups that are
traditionally underrepresented in employment, who may contribute to further diversification of our Institution.

Posting Date: 2019 03 06
Closing Date: 2019 03 13

Source URL: https://www.uoguelph.ca/hr/careers-guelph/current-opportunities/service-associate-transportation-services

Links
[1] https://www.uoguelph.ca/hr/careers-guelph/how-apply