



CUSTOMER SERVICE COORDINATOR

About Advance Collision

Advance Collision has a long-standing history in the Victoria area, handling ICBC and Private Insurance collision repair. With their promise to respond efficiently and professionally to the unique needs of their valued customers, they constantly adapt and improve their services according to changing customer needs, environmental issues, economic considerations, and government regulations. Their commitment to their employees is equally important and they recognize that the collision repair industry depends on highly skilled and motivated staff. They encourage employees to contribute in their own unique ways and to pursue ongoing training. Advance Collision is fortunate to have many staff who've been dedicated to the team for years and are always keen to recruit and train the best.

Position Overview

Reporting to the Office Supervisor, the **Customer Service Coordinator** acts as the face of organization when customers arrive or call the office. As an integral part of the team, the position will be responsible for the overall coordination of the customer experience.

This position is responsible for day-to day office and customer coordination, being exposed to a variety of tasks related to supporting a full-service collision repair facility.

Key Responsibilities

- Managing the reception desk and providing support to customers
- Answering general inquiries about estimates, repairs, insurance, warranty & rental cars
- Liaising with insurance companies, towing companies, and rental car agencies
- Communication with customers on expected timelines and updates
- Supporting the scheduling new estimates or repairs including inspecting incoming vehicles for damage
- Arranging the pick-up and delivery of vehicles with related paperwork
- Processing payments for customers
- Maintaining office systems and backups/updates of computer software
- Arranging regular maintenance for vehicle fleet
- Completing monthly reports and reporting on repair and estimates
- Providing accounting support in accounts payable and receivables
- Preparing parts/labour reconciliation and billing for completed claims

- Maintaining office equipment and managing office supplies
- Ensuring overall presentation and cleanliness of office
- Opening and closing the office

Qualifications

- 1 - 2 years of customer service and administrative experience, with experience in the collision repair industry highly beneficial
- ICBC Collision Repair and for ICBC Glass Repair certification is preferred
- Proficiency in MS Office
- Experience with Imex, Audatex, UltraMate & Mitchell Connect software is preferred
- Energetic, self-starter
- Great communicator and solution provider
- Able to work independently
- Prioritize tasks
- Service oriented
- Excellent organization and planning skills
- Good judgement handling confidential and sensitive information
- Solid communication skills and a compassionate spirit
- Strong problem-solving skills and attention to detail.

Salary and Benefits

- Competitive compensation package
- Extended Health and Dental Benefits
- Ongoing training and professional development
- Collaborative team environment
- Rewarding culture
- Convenient location and parking