

Join the Novus Automotive Family at Ontario Hyundai!

At Ontario Hyundai— a Certified Platinum Dealership— we are all about crafting a simple, stress-free dealership experience for our customers. Located in Whitby and now under new management (as of May 1, 2025), our dedication to guest satisfaction reflects our team's commitment to exceeding expectations.

We are now looking for passionate individuals to join our growing team as we continue to strive for excellence. At Ontario Hyundai, you will work in a supportive, customer-focused environment where your contributions truly matter.

If you're driven to provide outstanding service and be part of a team that values trust and transparency, Ontario Hyundai is the place for you.

Meet Novus Automotive: In 2024, we launched a forward-thinking dealership brand that encompasses six dealerships across the Durham Region, including Ontario Hyundai. We are Novus Automotive, dedicated to reshaping the relationship between dealerships and drivers by crafting seamless experiences that bring peace of mind to the road.

Position Overview:

At Ontario Hyundai, the Service Advisor plays a vital role in delivering exceptional service department experiences to our growing customer base. The Service Advisor will handle incoming and outgoing communications in the service department and ensure proper documentation in customer files.

What You'll Do:

- Greet customers in a friendly, professional manner and answer questions about services, costs, and repair timelines.
- Listen to customer descriptions of symptoms and provide detailed estimates for necessary repairs and maintenance.
- Relay customer concerns and repair descriptions to technicians and coordinate the workflow to ensure timely completion of services.
- Prepare, maintain, and accurately document all details regarding repair orders and the customers visit.
- Maintain rapport with customers by arranging transportation when needed and providing proactive communication before, during, and after service to ensure satisfaction and address any concerns or questions.

- Advise customers on recommended maintenance, upselling beneficial services or products, and clearly explaining technical issues and service options to support informed decisions.
- Support the dealership by performing other tasks as assigned.

What You Bring:

- 3+ years of experience as a Service Advisor within the automotive industry, Hyundai dealership experience preferred.
- Maintain customer satisfaction scores (CSI) as set out in the Service Advisor pay plan.
- Strong communication and interpersonal relationship-building skills.
- Proficiency in PBS would be considered an asset
- Valid Ontario Class 'G' Driver's License.

What We Offer:

- **Paid Time Off:** 5 paid personal days, 3 weeks of vacation time (increased to 4 weeks after 5 years and 5 weeks after 10 years), 2 paid volunteer days, 3 paid bereavement days, and 5 paid new parent leave days.
- **Comprehensive Benefit Plan:** Enrollment in our comprehensive benefit plan starting on day one.
- **Training and Development:** Access to comprehensive training and development programs.
- **Competitive Compensation:** **This is a performance-based role with a base salary of \$40,000. The estimated range of \$40,000-\$90,000 annually is not guaranteed. Actual compensation may be higher or lower depending on individual performance and experience**
- **Employee Discounts:** Special discounts on vehicles and services across Novus Automotive.

We thank you for your interest in employment with Ontario Hyundai, however, only applicants selected for an interview will be contacted.

Please note, this posting is intended to build a pool of qualified candidates for future opportunities within our organization.

Novus Automotive is committed to providing accessible employment practices that are following the Accessibility for Ontarians with Disabilities Act (AODA). If you require accommodation during any stage of the recruitment process, please contact us at HR@novus.auto.