

# FMI TRUCK SALES & SERVICE PORTLAND'S MEDIUM DUTY TRUCK EXPERTS

**Position: Service Advisor**

**Hours:** Tuesday to Saturday; 8:00 AM to 4:30 PM

**Location:** FMI North (8305 NE MLK Jr. Blvd., Portland 97211)

**Pay:** Competitive Hourly Wage - not commission based!

**Requirements:**

- ◆ Three years service writing experience at repair shop or dealership.
- ◆ Excellent customer service skills!
- ◆ Knowledgeable in all aspects of diesel engine, electric, hydraulic repair systems and maintenance.
- ◆ Strong time management, active listening, critical thinking, and reasoning skills.
- ◆ Strong math skills (ability to calculate figures, discounts, interest and percentages).
- ◆ Ability to accurately enter detailed data from source documents into various databases.
- ◆ Basic computer and internet knowledge.
- ◆ Regular attendance and punctuality a must.

**Responsibilities:**

- ◆ Greet scheduled and walk-in customers and schedule appointments.
- ◆ Respond to incoming service/repair calls in a timely manner.
- ◆ Inform customers of needed services, anticipated costs and expected completion times.
- ◆ Review, analyze and interpret services performed on vehicle.
- ◆ Prepare written description and calculate billing hours. Create billing invoice for payment.
- ◆ Generate repair estimates for customers.
- ◆ Recognize warranty claims when applicable.

FMI is the largest low cab-forward (LCF) Japanese truck dealership in the Pacific Northwest. We provide truck sales, repair, maintenance and parts to over fifteen-hundred companies in Oregon and SW Washington at three locations (NE Portland, Clackamas & Eugene). FMI is an authorized warranty center for Isuzu, Hino and UD trucks as well as Isuzu-built Chevrolet and GMC W-Series trucks.

**FMI's benefits package** includes medical, dental, vision and prescription drug coverage; group life and accidental death insurance; long term care insurance; short term disability insurance; 401(k) with match; generous paid time off, including holiday pay.

Please forward a cover letter and your resume to [jobs@fmitrucks.com](mailto:jobs@fmitrucks.com) or complete an application in person at FMI, 8305 NE MLK Jr. Blvd., Portland OR 97211. Candidates are subject to pre-employment drug screening, and a post offer background check. No phone calls, please.

