

## **BDC ADVISOR**

**CROWN Auto Group**, one of Canada's Best Managed Companies, is a family-owned organization that believes in strong quality, integrity, and teamwork, with a great opportunity for a **BDC (Business Development Centre) Advisor**.

If you enjoy working in a fast-paced environment under tight deadlines and have call center experience in assisting customers and providing exceptional customer service, then CROWN Auto Group is looking to add you to the team!

### **The Role:**

- Responsible for booking service appointments
- Responsible for making necessary changes on the status of per appointment
- Book appointments for customers who contact The CROWN Auto Group via the Internet
- Handle the appointment booking process in service, prospecting and follow-up
- Responsible for handling incoming sales-lead calls, incoming sales calls and follow-ups
- Process reports on survey with customers who didn't purchase products
- Other tasks as assigned
- Hours of work are between 9.00am-5:30pm

### **Skill and Effort:**

- Excellent listening and communication skills
- Good judgement and patience
- Computer literate

### **The Ideal Candidate:**

- High School diploma; post-secondary education preferred
- Customer oriented
- Attention to detail and excellent proof-reading skills
- The ability to manage and consistently meet deadlines and targets
- Excellent written and verbal communication skills
- Solid command of Microsoft Office programs

**CROWN AUTO GROUP is an equal opportunity employer! We are looking for great women and men of various ethnicities to diversify our workplace. If you feel, or know someone who is qualified, please apply with a cover letter and resume. We thank all those that apply, however only those who meet our requirements will be contacted.**

To apply please use the link provided

<https://crownautogroup.bamboohr.com/jobs/view.php?id=651&source=aWQ9MTE%3D>