

Join the Novus Automotive Family at Ontario Motor Sales!

Ontario Motor Sales (OMS) is a renowned Chevrolet Cadillac dealership that has been proudly serving the Durham Region for over 100 years. Our long-standing reputation is built on a legacy of exceptional customer service, a dedication to community involvement, and a commitment to providing high-quality vehicles.

We take immense pride in our heritage and the trust our customers have placed in us for generations. At OMS, we believe in not just meeting but exceeding expectations, ensuring every customer interaction is marked by professionalism, integrity, and a genuine passion for the automotive industry.

If you are passionate about the automotive industry and are looking to join a team that values excellence, customer satisfaction, and community, OMS is the place for you. Be a part of our tradition of excellence and contribute to our ongoing success story!

Meet Novus Automotive: In 2024, we launched a forward-thinking dealership brand that encompasses six dealerships across the Durham Region, including OMS. 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:

We are looking for a **Parts Advisor** to be the first point of contact for our retail and wholesale parts customers. This is a customer-facing role, ideal for someone who enjoys working directly with the public, building relationships, and delivering an excellent customer experience in a fast-paced dealership environment.

You will represent our dealership at the parts counter, on the phone, and by email, providing knowledgeable, friendly, and accurate service to customers purchasing parts and accessories.

What You'll Do:

- Greet and assist walk-in retail customers at the parts front counter
- Handle phone and email inquiries from retail and wholesale customers
- Identify, quote, sell, and invoice Chevrolet and Cadillac parts and accessories
- Provide clear explanations of part options, pricing, and availability
- Process retail sales, returns, special orders, and core transactions
- Receive payment and issue invoices and receipts

- Coordinate special orders and follow up with customers on arrivals
- Maintain an organized, clean, and professional front counter area
- Work collaboratively with the Service and Back Counter teams when required
- Follow dealership and GM policies and procedures
- Perform additional duties as required to support the dealership

What You Bring:

- Previous automotive parts front counter or retail parts experience preferred
- Strong customer service and communication skills
- Comfortable interacting with customers face-to-face and over the phone
- Ability to work efficiently in a high-volume, customer-driven environment
- Good knowledge of automotive parts and terminology (GM experience an asset)
- Strong attention to detail and accuracy
- Experience with dealer management systems, example PBS
- A 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:** Enrolment in our comprehensive benefit plan starting on day one!
- **Competitive Compensation:** ***This role has a base salary of \$44,200. The estimated range of \$55,000-\$60,000 includes potential bonuses and is not guaranteed. Total compensation may vary depending on performance and experience***
- **Training and Development:** Access to training and development programs.
- **Employee Perks:** Special discounts on vehicles and services across Novus Automotive

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

Please note, this posting is intended to fill an existing vacancy 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 HR@novus.auto.

Job Type: Full-time

Pay: \$55,000.00-\$60,000.00 per year

Benefits:

- Company events
- Dental care
- Employee assistance program
- Extended health care
- Life insurance
- Paid time off
- Vision care

Ability to commute/relocate:

- Oshawa, ON L1J 8M2: reliably commute or plan to relocate before starting work (required)

Experience:

- Automotive Parts Counter: 1 year (preferred)
- GM dealership: 1 year (preferred)
- PBS Systems: 1 year (preferred)

Licence/Certification:

- Ontario Class 'G' Driver's License (required)

Work Location: In person