



Our client, **World Distributors Ltd.**, is seeking applications for the position of:

Service Manager/Motorcycle Technician

Key responsibilities include:

- Provide customers with exceptional customer service
- Maintain high standards of quality control
- Liaise directly with customers to effectively identify and resolve their vehicle needs
- Advise customers on equipment operation, care, and maintenance
- Manage team members and ensure team goals are met
- Manage the work order system to include logging and generating service invoices
- Service staff training in up selling key products and the importance of customer satisfaction
- Inspect and troubleshoot motorcycles as required
- Effectively diagnose mechanical and electrical problems using current diagnostic equipment to determine repair needs
- Complete electronic and mechanical repairs on motorcycles
- Perform routine maintenance according to manufacturer's recommendations
- Accurately fill-out and complete service orders in a timely manner

Qualifications, Experience & Skills:

- City & Guilds or Motorcycle Technician certification or equivalent
- Minimum 5 years' experience maintaining and repairing motorcycles
- Minimum 3 years' experience using Yamaha, Honda and Piaggio diagnostic testing equipment
- Working knowledge of the electronic elements and computerized systems
- Knowledge of the specifications of a variety of motorcycle brands
- Knowledge of paint and body repair
- Ability to understand and follow written and verbal instructions and take directions well
- Excellent customer service, time management and interpersonal skills
- Knowledge of Windward System Five POS is an asset

The successful candidate must be willing to work weekends, evenings and holidays as required. Skills testing will be administered.

Interested applicants should apply in writing to:
Ontru: Human Resources – **World Distributors Ltd.**
91 Reid Street, Hamilton, HM 11
Or email: hr@ontru.bm

All applications must be received no later than July 18, 2022.

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