



Service Coordinator

Location: King City, ON | Full-Time | On-Site

King City Trailers is a well-established, independently owned business with over 35 years of experience in trailer sales, truck accessory installations, and RV storage. Our clients include commercial fleets, dealerships, and individual customers who rely on us for practical solutions and dependable service.

The Role:

A dealership Service Coordinator acts as the crucial link between customers and the service department, primarily by scheduling appointments, handling inbound calls/inquiries, confirming service, and managing internal workflow to ensure smooth operations, efficiently booking jobs, coordinating parts/techs, helping customers hook-up trailers, and following up to maintain customer satisfaction and drive service revenue. They are often the first point of contact, focusing on efficient communication and organization to keep technicians busy and customers informed.

Key responsibilities include:

Customer Intake and interaction

- Receive service requests (in person, phone, email).
- Capture accurate details on trailer type, VIN, symptoms, and urgency and document for techs on Work Orders
- Make outbound calls for recalls, service due notices, and customer satisfaction follow-ups
- Handle approvals for additional work discovered during repairs

Service Department Coordination:

- Book and manage service appointments in the dealership system
- Liaise with Service Advisors, Parts, and Technicians to free up their time when possible
- Monitor warranty jobs, and help manage the flow of vehicles to keep technicians and sales teams productive
- Handle administrative tasks and support management
- Help Customers safely hookup and move trailers around when required

Overall, as a Service Coordinator, you will ensure that the right trailer is in the right bay, with the right parts, at the right time—and that the customer is kept informed throughout.

You Bring:

- 2-3+ years of experience in Customer Service at a dealership or bodyshop

- Strong customer service and communication (verbal/written).
- Excellent organizational, time management, and multitasking abilities.
- Ability to learn a new system (dealer Management System)
- Ability to work in a fast-paced, goal-oriented environment.
- Mechanically inclined

About Us:

King City Trailers has entered a phase of modernization and growth. We're investing in new tools, systems, and leadership — and looking for someone who wants to grow with us. Our business is built on long-term relationships, straightforward service, and a commitment to doing things right. We are open M–F, 8am–5pm.

Next Steps:

To apply, send a cover letter and résumé to careers@kingcitytrailers.com with the subject: **Service Coordinator Application**. We thank everyone for applying, however, only those candidates selected for an interview will be contacted. No phone calls, please.

Thank you for your interest.