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ELEVATE INDUSTRY SERVICE

Service Advisor

The heavy-duty industry doesn't need another repair shop.

It needs better companies.

Companies that value thinking as much as turning wrenches. Companies that communicate clearly. Companies that use technology to improve service instead of adding complexity.

Companies that understand every decision has a ripple effect.

That's why Mach 6 exists.

Our vision is to elevate industry service and accelerate fleet performance. Our mission is to maximize customer uptime through smarter service by combining technology, proactive communication, and disciplined process control.

If that sounds like the kind of company you want to help build, we'd like to meet you.

YOUR ROLE

As a Service Advisor, you'll do more than write work orders. You'll own the conversation that drives every repair. Your estimates, approvals, updates, and follow-through connect our technicians, parts team, and customers — so decisions get made quickly, nothing gets lost, and downtime stays short.

At Mach 6, "no surprises" is a promise. Customers should never wonder where their unit is, what it will cost, or what happens next. You're the reason they don't.

WHAT YOU'LL WORK ON

- Customer intake, scheduling and work order management
- Clear, accurate estimates — and approvals before wrenches turn
- Proactive status updates by phone, text and email
- Reviewing digital inspections with customers
- Translating technician findings into plain language
- Coordinating priorities with technicians and the parts team
- Invoices that match the estimate and explain the work
- Follow-ups that keep fleets coming back

WHAT WE BELIEVE

- Every decision either multiplies value or multiplies waste.
- Technology should amplify good people — not replace them.
- Documentation is part of the repair.
- Clear communication builds trust.
- Disciplined systems create predictable results.
- Quality and profitability improve together when work is done properly.

WHAT SUCCESS LOOKS LIKE

- Communicate before the customer has to ask.
- Write estimates that hold.
- Document every decision clearly.
- Keep the shop schedule realistic.
- Follow proven systems.
- Help teammates succeed.



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- Take ownership of customer outcomes.
- Continuously improve your skills.

QUALIFICATIONS

- Experience in heavy-duty repair, fleet service or a related industry
- Mechanical literacy — you speak both technician and customer
- Professional written and verbal communication
- Organized under pressure, with multiple units and customers in play
- Comfortable with shop management software and digital inspection tools
- Commitment to follow-through

WHY MACH 6

We are building a company that raises the standard for heavy-duty service.

You'll work with modern service technology, digital inspections, structured processes, continuous training, leadership development, and a team committed to improving every day.

We're not interested in doing things because they've always been done that way. We're interested in finding better ways.

BENEFITS

- Extended health care
- Vision care
- Dental care
- RRSP match
- Life insurance
- Disability insurance
- Vacation
- Company Functions

If you're looking for another service desk job, we may not be the right fit.

If you want to become part of a team that values clear thinking, communication, ownership, technology, and continuous improvement, we'd love to hear from you.

Complete the TRAITS assessment below and submit a resume.

<https://app.traits.com/survey/2e07a647-6abc-464a-99e8-c18798c61989>