

# Automotive Service Consultant

Labour Market Outlook | 2018-2023 | NOC 6552



Labour Market Report prepared by

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# Automotive Service Consultant Labour Market Report

## Section 1: Occupational Outlook Page 3

Occupational Description  
Occupational Growth  
Essential Skills  
Retirements vs. Occupation Growth  
Demographics  
Salary Data

## Section 2: Personal Suitability Page 10

Personality and Temperament Data  
Holland Interest Codes  
Work Styles  
Work Values

## Section 3: Industry Data Page 11

Industry Introduction  
Industry Outlook  
Regional Data  
National Comparisons

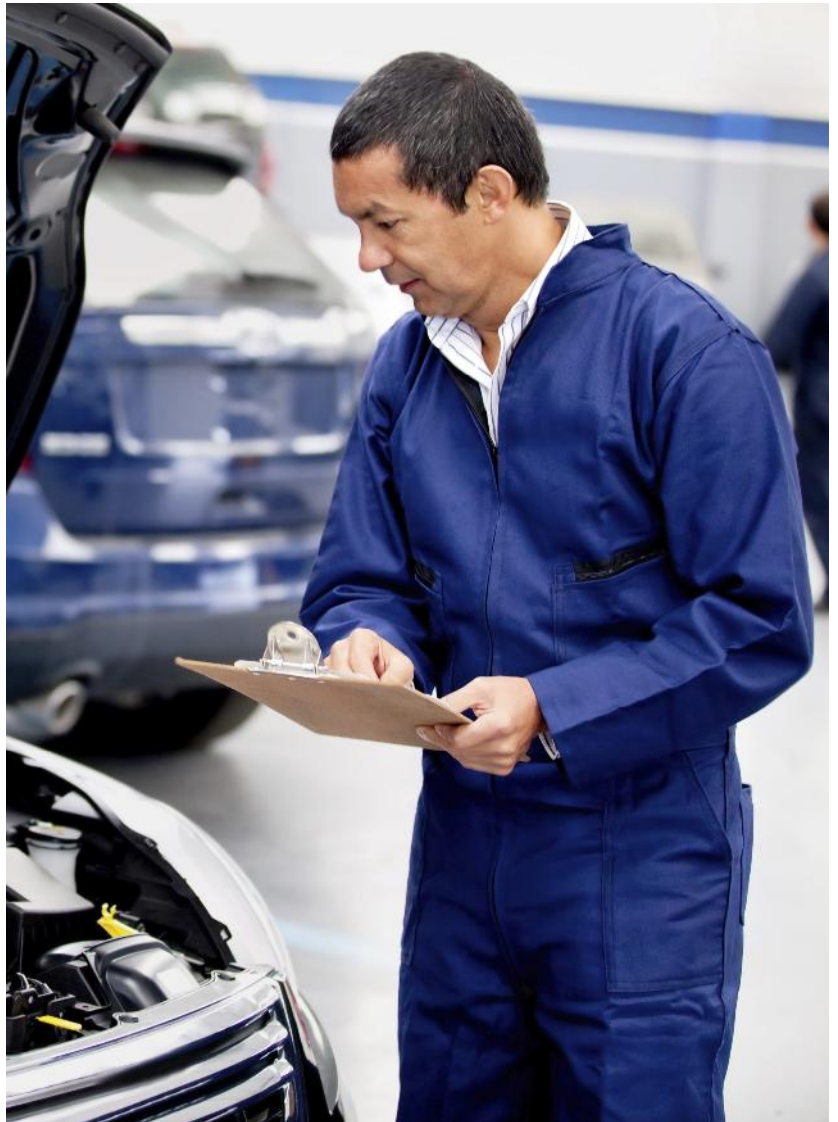
## Section 4: External Impacts Page 12

Role of Automation  
Population Demographics  
Industry Trends  
Education and Training Trends

## Section 5: Job Posting Analysis Page 13

Summary of BC Job Postings  
Required Education and Training  
Experience Expectations  
National Comparisons

## Section 6: Acknowledgements Page 15



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## SECTION 1 | OCCUPATIONAL OUTLOOK

### OCCUPATIONAL DESCRIPTION

#### Financial Tasks

- Collect cash payments from customers and make change or charge purchases to customers' credit cards and provide customers with receipts.

#### Technology Skills

- Data base user interface and query software — Data entry software
- Inventory management software — Inventory management systems
- Operating system software — Microsoft Windows
- Point of sale POS software
- Time accounting software — Timekeeping software

#### Knowledge

- Customer and Personal Service — Knowledge of principles and processes for providing customer and personal services. This includes customer needs assessment, meeting quality standards for services, and evaluation of customer satisfaction.
- Mechanical — Knowledge of machines and tools, including their designs, uses, repair, and maintenance.
- Sales and Marketing — Knowledge of principles and methods for showing, promoting, and selling products or services. This includes marketing strategy and tactics, product demonstration, sales techniques, and sales control systems.
- Administration and Management — Knowledge of business and management principles involved in strategic planning, resource allocation, human resources modeling, leadership technique, production methods, and coordination of people and resources.
- Mathematics — Knowledge of basic math calculations.

#### Skills

- Active Listening — Giving full attention to what other people are saying, taking time to understand the points being made, asking questions as appropriate, and not interrupting at inappropriate times.
- Operation and Control — Controlling operations of equipment or systems.
- Service Orientation — Actively looking for ways to help

people.

- Speaking — Talking to others to convey information effectively.
- Time Management — Managing one's own time and the time of others.

#### Abilities

- Oral Comprehension — The ability to listen to and understand information and ideas presented through spoken words and sentences.
- Oral Expression — The ability to communicate information and ideas in speaking so others will understand.
- Control Precision — The ability to quickly and repeatedly adjust the controls of a machine or a vehicle to exact positions.
- Finger Dexterity — The ability to make precisely coordinated movements of the fingers of one or both hands to grasp, manipulate, or assemble very small objects.
- Manual Dexterity — The ability to quickly move your hand, your hand together with your arm, or your two hands to grasp, manipulate, or assemble

#### Work Activities

- Getting Information — Observing, receiving, and otherwise obtaining information from all relevant sources.
- Controlling Machines and Processes — Using either control mechanisms or direct physical activity to operate machines or processes (not including computers or vehicles).
- Making Decisions and Solving Problems — Analyzing information and evaluating results to choose the best solution and solve problems.
- Operating Vehicles, Mechanized Devices, or Equipment — Running, maneuvering, navigating, or driving vehicles or mechanized equipment, such as forklifts, passenger vehicles, aircraft, or water craft.
- Communicating with Persons Outside Organization — Communicating with people outside the organization, representing the organization to customers, the public, government, and other external sources. This information can be exchanged in person, in writing, or by telephone or e-mail.

**Detailed Work Activities**

- Collect fares or payment from customers.
- Maintain vehicles in good working condition.
- Record sales or transactions data.
- Measure the level or depth of water or other liquids.

**Work Context**

- Face-to-Face Discussions — 98% responded “Every day.”
- Telephone — 86% responded “Every day.”
- Wear Common Protective or Safety Equipment such as Safety Shoes, Glasses, Gloves, Hearing Protection, Hard Hats, or Life Jackets — 77% responded “Every day.”
- Spend Time Using Your Hands to Handle, Control, or Feel Objects, Tools, or Controls — 75% responded “Continually or almost continually.”
- Spend Time Standing — 65% responded “Continually or almost continually.”

**OCCUPATIONAL GROWTH**

With growth rates ranging from a low of 0.3% in British Columbia’s Cariboo Region to a high of 1.4% on the Mainland / Southwest BC, employment growth for Automotive Service Consultants in the province is expected to exceed the growth of most occupations in British Columbia where only 1.0% annual expansion is expected.

Over a ten-year period of time, it’s projected British Columbia will need an additional 2,455 workers in the category of ‘Other Customer and Information Service Representatives’. **Automotive Service Consultants** represent approximately 29% of this category, meaning we can expect 711 new jobs for this occupation over 10 years.

**Automotive Service Consultant**

*As represented by ‘other customer and information services representatives’*

Region	Annual Growth	New Jobs 2017-2027	2017 Act. Total Workforce	2018 Proj. Total Workforce	2019 Proj. Total Workforce	2020 Proj. Total Workforce	2021 Proj. Total Workforce	2022 Proj. Total Workforce
Mainland / Southwest	1.4%	2,010	4,925	4,994	5,063	5,135	5,207	5,280
Vancouver Island / Coast	1.0%	210	632	638	645	651	658	664
Thompson / Okanagan	1.2%	200	635	643	650	658	666	674
Kootenay	1.0%	20	82	83	84	84	85	86
Cariboo	0.3%	15	131	131	132	132	133	133

**FIVE-YEAR OCCUPATIONAL GROWTH PROJECTIONS**

Over a five-year period of time, the vast majority of new jobs in British Columbia will occur on the Mainland / Southwest British Columbia, with 1,005, new projected jobs. This is followed by Vancouver Island / Coast with 105 new jobs; the Thompson Okanagan with 100 new jobs; and the Cariboo region with approximately eight new jobs. These

projections just call for ‘new jobs’, an expansion in the workforce, and do not factor in jobs which become available due to retirements and other types of attrition. In this area, it is project nearly two existing jobs will become available for every new job created.

**ESSENTIAL SKILLS**

Employers place a strong emphasis on Essential Skills in the workplace. Essential skills are used in nearly every occupation, and are seen as 'building blocks' because people build on them to learn all other skills.

Each profile contains a list of example tasks that illustrate how each of the 9 Essential Skills is generally performed by

the majority of workers in an occupation. The estimated complexity levels for each task, between 1 (basic) and 5 (advanced), may vary based on the requirements of the workplace.

The following is a detailed description of the Essential Skills critical to **Automotive Service Consultants**:

Essential Skill: Reading	Skill Level
Read logbook entries and short notes, e.g. read logbook entries and short text messages from co-workers about special requests and late-arriving guests.	1
Read short text entries on a variety of forms, e.g. read waybills and customer information forms to learn about customer orders and requests.	1
Read email, memos and bulletins, e.g. read email messages and bulletins from supervisors to learn about new promotions and changes to operating procedures.	2
Read a variety of procedure manuals, e.g. read procedure manuals to learn how to process warranty claims and to learn about the operation of computer systems.	3
Read instruction manuals and quality reference guides, e.g. read training manuals to learn how to operate telephony equipment and read quality reference guides to assist customers with their inquiries.	3
Read protocols, e.g. 911 communication officers read protocols to learn how to refer calls to appropriate emergency responders, such as police, fire departments and paramedics.	3
May read contracts and other legal agreements, e.g. read warranty clauses to learn the conditions that must be met to justify equipment replacement.	3
Essential Skill: Document Use	Skill Level
Locate data in lists, e.g. locate stock numbers, quantities and prices in electronic directories.	1
Complete a variety of forms, e.g. enter information, such as names, times, dates and costs, in electronic complaint, customer information and order forms.	2
Locate data in tables, e.g. locate contact information, fees and product codes in waybills and times, names and dates in work schedules.	2
May interpret graphed data, e.g. interpret graphed data to determine the type and frequency of telephone calls and customer visits.	2
May interpret maps to locate addresses and estimate distances and arrival times.	3
Essential Skill: Writing	Skill Level
Write reminder notes to themselves about tasks to be completed.	1
Enter short comments on a variety of forms, e.g. write comments on rain check forms to note special conditions.	1
Write messages and memos, e.g. write email messages to supervisors to update them on activities that took place during their shifts and send meeting requests.	2
Write letters, e.g. write letters to customers to explain company policies and resolve complaints.	2
May write reports to describe workplace incidents, e.g. write about events involving hostile	2

<b>Essential Skill: Numeracy</b>	<b>Skill Level</b>
May complete credit card and debit card transactions.	1
May measure the weight of packages and their volumes in preparation for shipping.	1
Compare statistics to company standards, e.g. compare graphed customer wait times to company standards.	1
Estimate material requirements, e.g. estimate the number of forms on a shelf when it is time to reorder supplies.	1
May calculate the cost of goods by applying discounts, adding taxes and calculating currency exchanges.	2
May calculate summary statistics, e.g. calculate average handling times and the percentage of service calls by product line.	2
Estimate delivery times and costs for clients requesting rush services.	2

<b>Essential Skill: Oral Communications</b>	<b>Skill Level</b>
Talk to suppliers and delivery personnel, e.g. talk to delivery personnel to trace lost orders.	1
Exchange information with co-workers, e.g. speak with co-workers to coordinate activities	2
Talk to supervisors, e.g. speak with supervisors about matters, such as hours of work and the outcomes of telephone campaigns.	2
Speak with customers about a variety of topics, e.g. discuss store policies, payment information, product features and hours of service with customers.	2
Speak with dissatisfied customers, e.g. speak with and attempt to satisfy customers who are unhappy with the service they received and the quality of goods they purchased.	3
May exchange information with distressed callers, e.g. 911 communication officers speak with and question distressed callers to determine the nature of emergency situations and to	3
May exchange information with emergency responders, e.g. 911 communication officers provide detailed, clearly communicated information and instructions to police officers	3

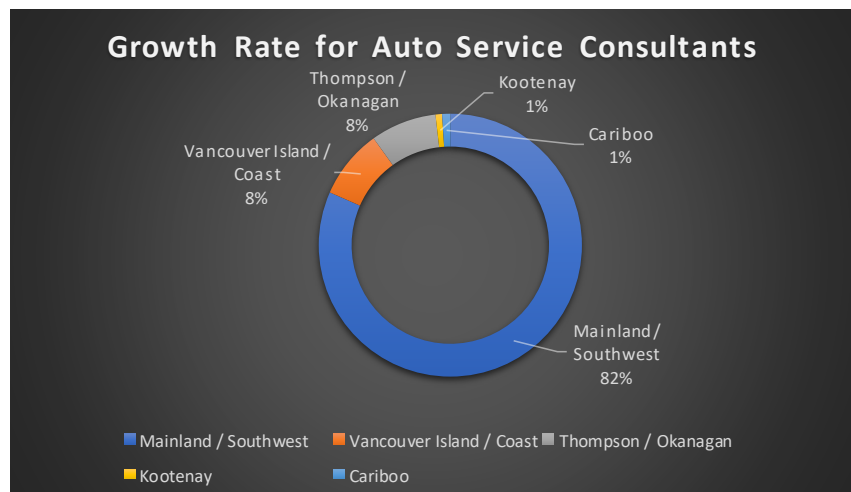
Essential Skill: Thinking	Skill Level
Fall behind schedule. They ask co-workers for assistance and request overtime to complete tasks.	1
Decide the order of tasks and their priorities, e.g. decide which customers to serve first.	1
Decide what percentage discount to offer on damaged products. They consider the degree of damage and their company's policies.	1
Evaluate the performance of tools, such as telephony equipment and touch screen displays.	1
React to the needs of customers as inquiries are received. There may be short-term planning to make sure regular tasks are completed, such as having adjustment lists ready for the weekly mailbag to head office. Some planning also takes place to ensure that supplies, such as forms and brochures, are always on hand.	1
Contact sales personnel or other departments to get information on specific transactions.	1
Refer to databases and speak with co-workers at other branch stores by telephone to determine the availability of items requested by customers.	1
Encounter equipment malfunctions, e.g. databases do not operate due to malfunctions. They attempt to troubleshoot and repair the equipment themselves. They contact supervisors if they are unable to fix the problem.	2
Encounter dissatisfied customers. They speak with customers about their concerns and attempt to negotiate resolutions by offering discounts, refunds and gift certificates as warranted.	2
Decide to accept returns and make exchanges.	2
Decide how to best serve the needs of customers, e.g. may decide to expedite the delivery of goods to customers.	2
Decide when circumstances warrant merchandise being put back on shelves or returned to manufacturers.	2
Decide to forward calls to supervisors after identifying potential legal and media issues.	2
Judge the condition of products being returned for refunds. They consider signs of wear and tear and the condition of packaging.	2
Judge the validity of customers' complaints in order to determine action steps, such as offering discounts.	2
Visit manufacturers' websites, contact suppliers by telephone and speak with co-workers to learn about products and their warranties and specifications.	2
Evaluate the seriousness of emergency situations, e.g. 911 communication officers evaluate the seriousness and nature of emergency calls and use established protocols to determine the appropriate courses of action.	3

Essential Skill: Digital Technology	Skill Level
May operate speech-recognition software to perform the first level of customer support.	1
May operate automatic-call-distribution software to queue calls and connect with callers.	1
May operate point-of-sale equipment, such as electronic cash registers and touch-screens, to issue refunds.	1
May use calculators and personal digital assistant (PDA) devices to complete numeracy-related tasks, such as summing figures and calculating charges.	1
May use word processing software to write short reports.	2
May use spreadsheets to calculate and graph the frequency of contacts with customers.	2
Use database software to retrieve information about customers, purchases and products.	2
May use communication software to exchange email with co-workers and customers.	2
May use the Internet to access manufacturers' websites to locate product specifications, prices and availabilities.	2
May use the Internet to access training courses and seminars offered by trainers, suppliers, employers and associations.	2
Operate specialized digital telephony equipment to speak with customers and record the required information.	2
May operate specialized equipment to communicate with hearing-impaired customers.	2

**RETIREMENTS VS. NATURAL OCCUPATION GROWTH**

Over the next ten years, it is projected that 39% of the new jobs will occur as the total number of **Automotive Service Consultants** grows, with 61% of the jobs becoming available as workers retire.

Region	Retirements	Growth	Total
Mainland / Southwest	3,144	2010	5154
Vancouver Island / Coast	328	210	538
Thompson / Okanagan	312	200	512
Kootenay	31	20	51
Cariboo	48	15	63





## DEMOGRAPHICS

### Age Distribution

The age distribution of **Automotive Service Consultants** leaves half between the ages of 25 and 44. The next largest demographic are those between 45 and 64 at 32%; followed by workers 15 to 24 at 16%; and only 2% of workers are 65 years of age or older.

Age Distribution	
Age 15-24	16%
Age 25-44	50%
Age 45-64	32%
Age 65+	2%

### Gender

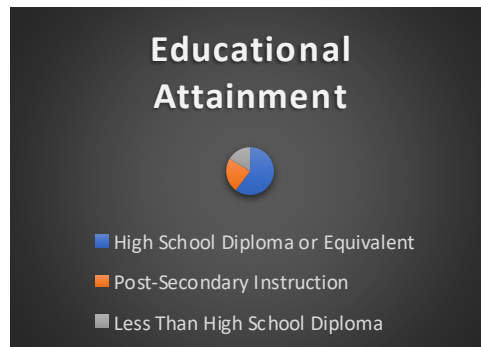
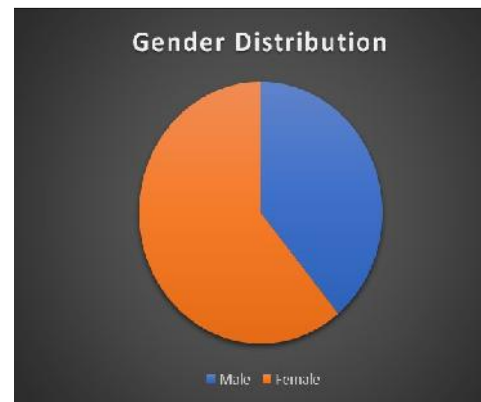
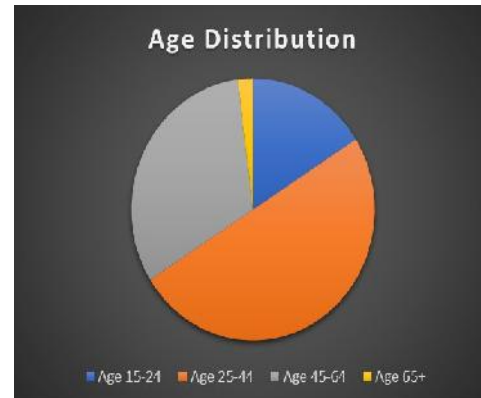
Women slightly outnumber men in this profession. At 61%, for every three women working in this occupation there are two men employed.

Gender	
Male	39%
Female	61%

### Education

Nearly one in four Automotive Service Consultants have post-secondary instruction.

Educational Attainment	
High School Diploma or Equivalent	59%
Post-Secondary Instruction	23%
Less Than High School Diploma	16%



## SALARY DATA

- **Service Canada:** Salaries for **Automotive Service Consultants** range from a low of \$13.60 per hour to a high \$35.00 per hour; with mid-range salaries typically averaging: \$20.00 per hour. The highest wages in Canada for this profession are in Alberta where high-wages typically range as high as \$35.00 per hour. The lowest wages in this occupation are in Nova Scotia, New Brunswick and Newfoundland and Labrador where low-wages typically average \$11.00 per hour.
- **Payscale:** The average pay for an **Automotive Service Consultant** is \$47,500 per year. Experience has a moderate effect on salary for this job. Most people with this job move on to other positions after 20 years in this field.
- **BC Stats:** The Provincial Median salary for this occupation is \$39,626 per year. The low-wage average is \$12.00 per hour, the mid-wage average is \$19.00 per hour and the average high way is \$27.83 per hour.

## SECTION 2 | PERSONAL SUITABILITY

### PERSONALITY AND TEMPERAMENT DATA

A common Myers-Briggs temperament type associated with Automotive Service Consultants is ESFJ; often referred to as 'Facilitator Caretakers'. While there can be great variation between a person's personality and a career they are suitable for, this type would suggest that Automotive Service Consultants would tend to be more:

<b>(E)xtravert</b>	over	<b>Introvert</b>
<b>(S)ensory</b>	over	<b>Intuitive</b>
<b>(F)eeler</b>	over	<b>Thinker</b>
<b>(J)udgement</b>	over	<b>Perceptive</b>

ESFJs are described as warmhearted, conscientious, and cooperative. They want harmony in their environment and work with determination to establish it. ESFJs like to work with others to complete tasks accurately and on time. They are loyal, follow through even in small matters. They will notice what others need in their day-by-day lives and try to provide it. They also want to be appreciated for who they are and for what they contribute.

### HOLLAND INTEREST CODE: R.C.

Holland Codes and the abbreviation RIASEC refer to John Holland's six personality types: **Realistic**, **Investigative**, **Artistic**, **Social**, **Enterprising** and **Conventional**. Career Key organizes and scientifically classifies careers, college majors, career clusters, and career pathways by these personality types.

- **Realistic** — Realistic occupations frequently involve work activities that include practical, hands-on problems and solutions. They often deal with plants, animals, and real-world materials like wood, tools, and machinery. Many of the occupations require working outside, and do not involve a lot of paperwork or working closely with others.
- **Conventional** — Conventional occupations frequently involve following set procedures and routines. These occupations can include working with data and details more than with ideas. Usually there is a clear line of authority to follow.

### WORK STYLES: AUTOMOTIVE SERVICE CONSULTANT

- **Attention to Detail** — Job requires being careful about detail and thorough in completing work tasks.
- **Self Control** — Job requires maintaining composure, keeping emotions in check, controlling anger, and avoiding aggressive behavior, even in very difficult situations.
- **Dependability** — Job requires being reliable, responsible, and dependable, and fulfilling obligations.
- **Analytical Thinking** — Job requires analyzing information and using logic to address work-related issues and problems.
- **Integrity** — Job requires being honest and ethical.

### WORK VALUES: AUTOMOTIVE SERVICE CONSULTANT

- **Support** — Occupations that satisfy this work value offer supportive management that stands behind employees. Corresponding needs are Company Policies, Supervision: Human Relations and Supervision: Technical.
- **Relationships** — Occupations that satisfy this work value allow employees to provide service to others and work with co-workers in a friendly non-competitive environment. Corresponding needs are Co-workers, Moral Values and Social Service.
- **Independence** — Occupations that satisfy this work value allow employees to work on their own and make decisions. Corresponding needs are Creativity, Responsibility and Autonomy.

## SECTION 3 | INDUSTRY DATA

## INDUSTRY INTRODUCTION

The 'Other Services industry' is made up of service-providing businesses that are not classified in any other industry. Types of services performed by businesses in this industry include the repair and maintenance of automobiles, electronic and other machinery and equipment, and other goods.

## INDUSTRY OUTLOOK

Employment in B.C.'s Other Services Industry is expected to reach about 190,440 during 2017. This would be a net gain of about 10,840 new jobs since 2012. This represents an increase of 7.7 percent during the five-year period, which is somewhat higher than B.C.'s projected average growth in

employment (6.4 percent).

In 2017, it is predicted that the Other Services Industry will generate 7.7 percent of the province's employment, down marginally from its share in 2012, which was 7.8 percent.

- 10 year total demand increase (2015-2025) 8,500
- Forecasted average annual demand growth (2015-2025) 1.3 %

## REGIONAL DATA

The vast majority of workers in this sector are located in the Mainland / Southwest, where 60.7% of workers are located, followed by concentrations of 15.6% on Vancouver Island / Coast and 12.0% in the Thompson / Okanagan.

## Automotive Repair Service Sector

As represented by the 'other services industry'

Region	% Other Services Sector	% Employment All Industries
Mainland / Southwest	60.7%	63.7%
Vancouver Island / Coast	15.6%	15.5%
Thompson / Okanagan	12.0%	10.0%
Kootenay	3.0%	3.0%
Cariboo	4.0%	3.4%
North Coast & Nechako	1.6%	1.8%
Northeast	2.9%	1.7%

## NATIONAL COMPARISONS

The Automotive Repair and Maintenance Sector, NAICS Code 8111, is comprised of 43,658 enterprises across Canada with 5,465 of those enterprises in British Columbia. It is primarily comprised of small businesses with 99.9% of enterprises employing 0-99 businesses. In British Columbia, only 55.8% of businesses even have employees.

Province	Employers	Non-Employers	Total Estab.	% of Canada
Ontario	8,361	7,781	16,142	37.0%
Quebec	5,499	5,412	10,911	25.0%
British Columbia	3,048	2,417	5,465	12.5%
Alberta	2,896	2,341	5,237	12.0%
Manitoba	801	795	1,596	3.7%
Saskatchewan	766	791	1,557	3.6%
New Brunswick	580	453	1,033	2.4%
Nova Scotia	552	453	1,005	2.3%
Newf'dl & Labrador	294	133	427	1.0%
Prince Edward Island	114	99	213	0.5%
Yukon	19	26	45	0.1%
Northwest Territories	13	9	22	0.0%
Nunavut	3	2	5	0.0%
<b>Canada</b>	<b>22,946</b>	<b>20,712</b>	<b>43,658</b>	<b>100.0%</b>

## SECTION 4 | EXTERNAL IMPACTS

### ROLE OF AUTOMATION

According to the 2016 report, *'The Talented Mr. Robot: The impact of automation on Canada's workforce'*, nearly 42% of the Canadian labour force is at a high risk of being affected by automation in the next decade or two. Individuals in these occupations earn less and are less educated than the rest of the Canadian labour force. While the literature suggests that these occupations may not necessarily be lost, we also discovered that major job restructuring will likely occur as a result of new technology. Using a different methodology, the report found that nearly 42% of the tasks that Canadians are currently paid to do can be automated using existing technology.

Based on research from McKinsey & Company, 29% of the tasks performed by an **Automotive Service Consultant** can be automated. This suggests the probability of this occupation being automated in the next 10-20 years is 55.0%. While higher than some occupations, this is considerably lower than less skilled occupations such as cashiers (97%); service station attendants (91%); and other sales related occupations (85.3%).

### POPULATION DEMOGRAPHICS

The 2016 Census from Statistics Canada, released in mid-2017, shows the largest increase in the share of seniors since the first census after Confederation. The proportion of those aged 65 and older climbed to 16.9% of Canada's population, exceeding the share of those under 15 years old at 16.6%.

Meanwhile, the portion of the working-age population – those between the ages of 15 and 64 – declined to 66.5% from 68.5% in the 2011 census.

It is becoming increasingly more difficult for employers to secure and retain the workers they wish to recruit. According to WorkBC, the need to replace retiring workers is expected to drive over two-thirds of projected job openings to 2025 for every occupational group.

### INDUSTRY TRENDS

About half of total projected job openings over the outlook period are expected to be in three major occupational groups:

- *Sales and Service Occupations*
- *Business, Finance and Administration Occupations*

- *Management Occupations*

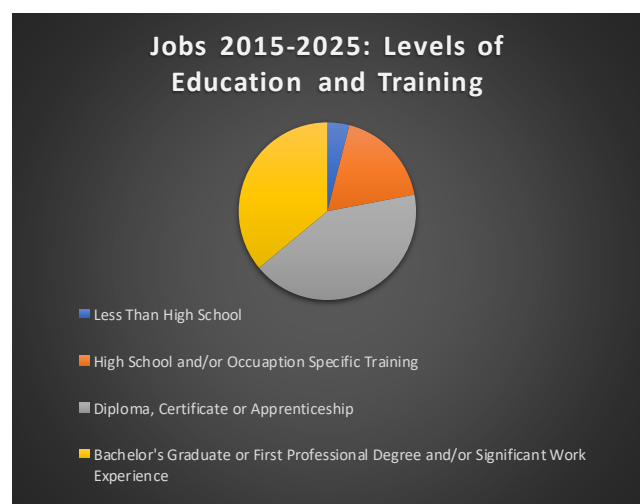
Sales and Service occupations, particularly in retail trade, offer significant opportunities for people to enter the labour force and develop skills and competencies. About 30% require advanced education or work experience. Business, Finance, Administration and Management occupations offer a wide range of opportunities, playing crucial roles in the functioning and competitiveness of virtually every organization in BC.

Significant demand is also expected in trades, transportation and related occupations – about 123,000 job openings representing 13% of total job openings over the 10-year outlook period.

### EDUCATION AND TRAINING TRENDS

By the year 2025, it's projected that 899,800 new jobs will be created in British Columbia due to economic expansion and attrition. More than three quarters of the openings will require some postsecondary education and training.

The largest share, 42%, will likely be in occupations requiring diploma, certificate or apprenticeship training (National Occupational Classification Skill Level B). The second largest share, 36%, will be in occupations that require a bachelor's, graduate or first professional degree and/or significant work experience. Management occupations are included in this group (Skill Levels A and O). Combining these two groups shows that 78% of future job openings will require post-secondary education.



## SECTION 5 | JOB POSTING ANALYSIS

### SUMMARY OF BRITISH COLUMBIA JOB POSTINGS

In preparing this report, we examined 168 job postings for **Automotive Service Consultants**. The following is a list of the most common attributes expected by employers divided into the following categories: **1. Technical Skills**, **2. Organizational Skills**, and **3. Interpersonal Skills**.

#### Technical Skills

- Experience with (auto) brand and/or CDK/ADP will be a definite asset
- Computer literate
- Knowledge of automotive systems in general
- Knowledge of new models and product improvements
- Knowledge of warranty guideline
- Knowledge of new models and product improvements
- Ability to answer customer's technical questions regarding their vehicles
- Experience in the automotive industry specifically relating to job estimating, sales, invoicing, scheduling, parts receiving etc.
- Have excellent verbal and written communication skills
- Class 5 Driver's License
- Listen to customer inquiries and requests and ask questions to identify service needs
- Update customer information in database (included cell phone, email, etc.)
- Estimate cost and completion time and settle customer accounts
- Verify and communicate service concerns to the Service Technicians
- Coordinate activities to ensure repair work is completed on time and fixed right the first time
- Obtain customer's written approval on all repair orders at the time of sale
- Inspect every finished repair order for proper completion, pricing accuracy, and legibility
- Communicate details of service work completed
- Physically capable of lifting and moving items up to 50lbs+
- Book customer's next service appointment

#### Organizational Skills

- Highly organized with strong analytical skills

- Ability to multi task in a sometimes chaotic atmosphere while maintaining a professional and courteous composure is a must
- Self-motivated, working well with others or independently
- Be extremely organized
- Pay close attention to detail
- Be self-motivated
- Ability to work independently and as a part of the team

#### Interpersonal Skills

- Greet all customers promptly
- Assist customers with requests for repair
- strong customer relation skills
- Excellent written and verbal communication skills, ability to communicate confidently
- Have the desire and motivation to perform in sales and customer satisfaction
- Greeting all customers promptly and providing timely professional service
- Resolve customer concerns and sell additional services when appropriate
- Communicate with customer about status of work
- Follow up to ensure customer satisfaction
- Resolve customer complaints courteously and promptly

#### REQUIRED EDUCATION AND TRAINING

According to WorkBC, there are no standard education requirements for **Automotive Service Consultants**, however, employers may prefer to hire those with a high school diploma or some form of post-secondary education (particularly in administration or office software applications). According to industry data, approximately one in four workers have vocational training and this is considered by most individuals as essential for entering occupations for which they do not have an existing attachment.

Other requirements may include:

- *on-the-job training, though employers may require employees to have related work experience, which is especially true for clerks working in areas such as*

*insurance where customer inquiries tend to be more complex*

- *experience working with modern office equipment and computer programs*
- *clerical or sales experience may be required*

#### EXPERIENCE EXPECTATIONS

Of the job postings we examined, approximately two-thirds did not specify experience or noted that experience is not necessary. Of the remaining one-third most specified the need for one to two years of experience.

#### NATIONAL COMPARISONS

Of the job postings we examined, approximately two-thirds did not specify experience or noted that experience is not necessary. Of the remaining one-third, most specified the need for one to two years of experience.

#### Automotive Repair Service Sector — Job Postings and Salary Averages

*As represented by the 'other services industry'*

Jurisdiction	Job Postings	Low Wage	Med. Wage	High Wage
Alberta	123	\$13.60	\$21.63	\$35.00
<b>British Columbia</b>	<b>274</b>	<b>\$12.00</b>	<b>\$20.00</b>	<b>\$30.00</b>
Manitoba	61	\$11.15	\$15.00	\$25.71
New Brunswick	84	\$11.00	\$14.80	\$22.00
Newfoundland and Labrador	20	\$11.00	\$16.00	\$28.69
Northwest Territories	2	N/A	N/A	N/A
Nova Scotia	53	\$11.00	\$14.00	\$23.80
Nunavut	1	N/A	N/A	N/A
Ontario	870	\$11.60	\$16.83	\$27.69
Prince Edward Island	16	\$11.25	\$12.92	\$27.00
Québec	1388	\$11.60	\$17.58	\$27.18
Saskatchewan	71	\$11.30	\$20.51	\$30.00
Yukon	2	N/A	N/A	N/A

## SECTION 6 | ACKNOWLEDGEMENTS

In preparing this report, we gathered labour market information, data and analysis from the following resources:

Resource	Link
Automotive Retailers Association	<a href="http://www.ara.bc.ca">www.ara.bc.ca</a>
Average Wages (Statistics Canada)	<a href="http://www.statcan.gc.ca/tables-tableaux/sum-som/l01/cst01/labor93a-eng.htm">www.statcan.gc.ca/tables-tableaux/sum-som/l01/cst01/labor93a-eng.htm</a>
BC Stats	<a href="http://www2.gov.bc.ca/gov/content/data/about-data-management/bc-stats">www2.gov.bc.ca/gov/content/data/about-data-management/bc-stats</a>
Brookefield Institute	<a href="http://brookfieldinstitute.ca/wp-content/uploads/2016/06/TalentedMrRobot.pdf">http://brookfieldinstitute.ca/wp-content/uploads/2016/06/TalentedMrRobot.pdf</a>
British Columbia 2025: Labour Market Outlook	<a href="http://www.workbc.ca/getmedia/00de3b15-0551-4f70-9e6b-23ffb6c9cb86/LabourMarketOutlook.aspx">www.workbc.ca/getmedia/00de3b15-0551-4f70-9e6b-23ffb6c9cb86/LabourMarketOutlook.aspx</a>
Canadian Industry Statistics	<a href="http://www.ic.gc.ca/app/scr/app/cis/search-recherche">www.ic.gc.ca/app/scr/app/cis/search-recherche</a>
Career Key	<a href="http://www.careerkey.org">www.careerkey.org</a>
Employment by Major Industry Group (Statistics Canada)	<a href="http://www.statcan.gc.ca/tables-tableaux/sum-som/l01/cst01/labr67g-eng.htm">www.statcan.gc.ca/tables-tableaux/sum-som/l01/cst01/labr67g-eng.htm</a>
Glass Door	<a href="http://www.glassdoor.ca">www.glassdoor.ca</a>
Government of Canada Job Bank	<a href="http://www.jobbank.gc.ca">www.jobbank.gc.ca</a>
Hays Recruiting Salary and Industry Data	<a href="http://www.hays.ca/salaryguide/">www.hays.ca/salaryguide/</a>
Indeed	<a href="http://www.indeed.ca">www.indeed.ca</a>
Industry Training Authority	<a href="http://www.itabc.ca">www.itabc.ca</a>
Job Market Trends and News	<a href="http://www.jobbank.gc.ca/LMI_bulletin.do?AREA=&amp;INDUSTRYCD=&amp;EVENTCD=">www.jobbank.gc.ca/LMI_bulletin.do?AREA=&amp;INDUSTRYCD=&amp;EVENTCD=</a>
LinkedIn Salary	<a href="http://www.linkedin.com/salary/">www.linkedin.com/salary/</a>
Myers-Briggs Foundation	<a href="http://www.myersbriggs.org">www.myersbriggs.org</a>
North American Industry Classification System (NAICS) Canada	<a href="http://www23.statcan.gc.ca/imdb/p3VD.pl?Function=getVD&amp;TVD=118464">www23.statcan.gc.ca/imdb/p3VD.pl?Function=getVD&amp;TVD=118464</a>
O*Net OnLine	<a href="http://www.onetonline.org">www.onetonline.org</a>
Salaries and Wages - Canadian Industry Statistics	<a href="http://www.statcan.gc.ca/tables-tableaux/sum-som/l01/cst01/labor93a-eng.htm">www.statcan.gc.ca/tables-tableaux/sum-som/l01/cst01/labor93a-eng.htm</a>
Simply Hired	<a href="http://www.simplyhired.ca">www.simplyhired.ca</a>
Statistics Canada	<a href="http://www.statcan.gc.ca/eng/start">www.statcan.gc.ca/eng/start</a>
Trades Training BC	<a href="http://www.tradestrainingbc.ca">www.tradestrainingbc.ca</a>
WorkBC Occupation Data	<a href="http://www.workbc.ca/Jobs-Careers/Explore-Careers.aspx">www.workbc.ca/Jobs-Careers/Explore-Careers.aspx</a>
WorkBC Industry Data	<a href="http://www.workbc.ca/Labour-Market-Industry/Industry-Profiles.aspx">www.workbc.ca/Labour-Market-Industry/Industry-Profiles.aspx</a>
Wow Jobs	<a href="http://www.wowjobs.ca">www.wowjobs.ca</a>

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