

Job Description

Job Title: Service Advisor

Supervisor: Owner/Manager

Supervises: Technicians

Duties & Responsibilities:

Increase customer satisfaction by building customer relations.

Maintain the company's standards for ethical business practices, professional image, orderliness, customer service, and good employee and community relations.

Increase profitability by maximizing sales.

General Qualifications:

Four years experience as Service Advisor in the automotive industry.

Able to keyboard 40 words per minute.

Possess computer skills and ability to adapt to company systems.

Able to operate, photocopier, calculator, and related business equipment.

High school diploma or equivalent.

Accredited training in Service Advisor skills; customer satisfaction, and quality control.

Capable of assuming responsibility.

Neat appearance.

Possess accurate and detailed organization skills.

Work with minimal supervision.

Possess a valid state driver's license (Issued in state of employment).

Able to deal with the public.

Speak fluent English.

Read English language.

Write legibly.

Ability to speak tactfully under pressure.

Able to make decisions.

Able to solve problems.

Possess good verbal and written communication skills.

Possess good salesmanship skills.

Possess good telephone skills and voice.

Possess a basic understanding of the mechanical functions of an automobile.

Possess good people skills.

Able to deal with stress and tension.

Be dependable.

Be persuasive.

Be enthusiastic.

Possess good listening skills.

Able to work long hours.

Able to lift 40 pounds.

Specific Responsibilities:

Attend meetings as required by management.

Attend training as required by management.

- Report problem areas to management.
- Notify management of possession/use of illegal drugs by customer(s)/employee(s).
- Maintain a clean facility.
- Maintain a low rate of customer complaints.
- Maintain an average labor sales per repair order of 3.0 hours.
- Maintain an average overall gross profit of 60%.
- Handle customer complaints.
- Maintain paperwork in a clean, orderly fashion.
- Maintain write-up and reception area in a clean, orderly fashion.
- Perform walk-around on all customer vehicles noting damage, scratches, missing hubcaps, etc.
- Park and lock all vehicles in an orderly fashion in designated areas.
- Answer telephones promptly and courteously.
- Process all paperwork as jobs are completed.
- Assist in scheduling of customer vehicles.
- Schedule adequate time for repairs/maintenance and secure additional time when up-selling, or as needed.
- Use service files for purpose of up-selling, problem solving.
- Assign original technician performing repairs on all comeback jobs.
- Advise technician of all special ordered parts by writing such on the repair order hardcopy.
- Distribute your business cards to all customers.
- Maintain a good working relationship with all other company personnel.
- Greet customers promptly and courteously.
- Describe customer's requests/symptoms accurately and legibly on the repair orders.
- Suggest additional repairs/services without over-selling.
- Estimate costs and completion times.
- Determine type of payment at time of writeup.
- Identify and give special attention to repeat repairs.
- Follow through to see that promises made are kept.
- Inform customers if delays are expected or additional work is needed.
- Notify customers when back-order parts become available.
- Check and review work-in-process to see that repairs are being performed properly and time schedule is being met as promised.
- Assist in maintaining company files, appointment schedule and follow-up programs.
- Review all repairs and changes with customers on delivery.
- Determine warranty coverages and verify repair dates, mileage,etc.
- Arrange for alternate transportation as needed.
- Reconcile each repair order on allowed time vs. actual time.
- Code times allotted for repairs/maintenance on repair orders during write-up.
- Obtain customer's signature on every repair order.
- Post all sublet billing to repair orders.
- Obtain all customer and vehicle data and fill in all spaces provided on every repair order.
- Maintain a valid state driver's license.
- Advise Owner of all repeat repairs and all "cannot duplicate" diagnostics.

This position will be expected to perform other duties as assigned by management. The company reserves the right to modify this job description as business needs require.

Employee

Date

Manager

Date