

Service Advisor

Reports to: Owner or Lead Service Advisor

Hours: Full-Time

Purpose and Objective:

The Service Advisor role is very important to the success of our business. The primary job of this position is selling customers the recommended services and repairs made by the technicians based on the customers needs, goals, and desires.

Principal Duties and Responsibilities

Primary

- **Sales:** Sell repairs and service to customers based on their needs, goals, and desires, using company guidelines and best practices.

Secondary

- Meet and greet all customers in a gracious, professional manner.
- Begin to develop customer satisfaction indices.
- Assist customers by answering questions and inquiries over the phone, via email, and in person.
- Track time for repair order to develop and maintain “standards.”
- Contribute data as requested to the company goal board.
- Strive to reduce customer wait time to 5 minutes before helping them.
- Schedule appointments in the scheduler..
- Take complete customer information on repair order/ appointment.
- Communicate with customers to determine the nature of the problem/concern.
- Complete detailed information on customer concern before passing on to technicians.
- Communicate the dispatching of repair orders to the Shop Foreman.
- Organize daily work load.
- Expedite all customer repair orders with the Shop Foreman twice daily.
- Test Drive vehicles when requested.
- Up sell. Advise customers on car maintenance.
- Review with the customer the Technician’s Vehicle Inspection Report.

- Raise all customer's hoods. Up sell.
- Price any suggested additional work in accordance with pricing practices.
- Indicate the exact repair instructions to both the Technician and the customer.
- Fill in on tasks as needed to maintain the flow of the shop. Examples could be: valet to a customer, completing quality control process,, picking up a part, or any other task that can be safely completed when needed.

Minimum Qualifications

- Sales Experience: Any sales experience is a plus; willing to learn and train a must. Must be able to demonstrate an ability to sell.
- Organizational and Focus Skills: Must be able to work and complete work tasks in a timely fashion in an environment that has constant distractions and interruptions.
- Computer Knowledge: Must possess a working knowledge of how to use a Windows computer. This included the ability to type or dictate at least 30 words per minute, operate a cursor, view a computer monitor, operate an email account, and use common office software such as word processing and spreadsheet programs.
- Communications Skills: Must be able to communicate English fluently, both in verbal and written form. This includes the use of a telephone.
- Math Skills: Must possess ability to count. Must know how to perform basic math functions using a calculator.
- Physical Demands: Must be able to get into and out of various vehicles without assistance. Must have safe driving skills..