

Job Description Service Advisor

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:

Experience as Service Advisor in the automotive industry a plus.
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 a plus; 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 handle the public.
Speak fluent English. Read English language. Write legibly.
Ability to speak tactfully under pressure.
Able to make decisions under pressure and solve problems.
Possess good verbal and written communication skills.
Possess good salesmanship skills.
Possess good telephone skills.
Possess a basic understanding of the mechanical functions of an automobile.
Able to deal with stress and tension.
Be dependable, persuasive, and enthusiastic.
Possess good listening skills.

Specific Responsibilities:

Attend meetings as required by management.
Attend training as required by management.
Maintain a low rate of customer complaints. (98% or Higher CSI Score)
Maintain an average overall gross profit consistent with company goals.
Handle customer concerns.
Maintain write-up and reception area in a clean, orderly fashion.
Perform walk-around on all customer vehicles noting damage, scratches, missing hubcaps, etc.
Answer telephones promptly and courteously. 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. Follow through to see that promises made are kept.
Assist in maintaining company files, appointment schedule and follow-up programs.
Obtain all customer and vehicle data and fill in all spaces provided on every repair order.
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 _____