



## BAVARIA BMW

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# MOBILITY SPECIALIST

**Job Summary:** The Service Concierge position is responsible for the coordination of loaner vehicles for the Service Department. This position works directly with the Service Advisors and Appointment Coordinators to coordinate and provide required loaner vehicles or rental vehicles to customers when necessary.

**Qualifications:** The Service Concierge should have a high school diploma or equivalent. A minimum of one year experience in the automotive industry or is required. Candidates with BMW or German brand experience are preferred. A valid driver's license with 5 demerits or less is required for this position.

### General Skills:

- Strong work ethic with the ability to work independently or as a team
- Excellent customer service skills
- Strong verbal and written communication skills
- Ability to work under pressure
- Excellent organizational skills with the ability to multitask
- Exceptional literacy with computers and computer programs
- Ability to solve problems efficiently paired with excellent conflict resolution techniques

### Responsibilities and Duties:

- Update registrations and insurance on loaner vehicle fleet
- Ensure customer paperwork for loaner vehicles are completed and filed accordingly
- Coordinate loaner vehicles properly to ensure vehicles are given to the correct customers at the agreed upon date and time
- Ensure loaner vehicles have proper fuel amounts before and after customer pickup and invoice customers accordingly
- Maintain the cleanliness of both the interior and exterior of loaner vehicle fleet
- Note any damages loaner vehicles have incurred and invoice customers accordingly
- Maintain the cleanliness of the service bay
- Assist in booking appointments for service customers
- Assist in valet services by picking up customer vehicles at specified addresses and dropping completed vehicles back off to the correct customer
- Complete walk-arounds of service vehicles and take photos accordingly
- Complete wheel alignment checks for service vehicles
- Drop off and pickup vehicles from specific auto body shops around Edmonton