

FUNCTIONS:

- Customer Relations
- Sales/Marketing
- Interdepartmental Relations
- Collecting Diagnostic Information, Quality Auditing
- Process Service Information
- Scheduling

COMPETENCIES:

- Adaptability
- Analysis
- Continuous Improvement
- Customer Enthusiasm
- Judgement
- Organizing and Planning
- Teamwork
- Communication

REPORTS TO:

- Service Manager

MANAGEMENT/BUSINESS SKILLS REQUIRED:

- Ability to establish and maintain excellent relationships with customers and to exceed their expectations
- Ability to answer customers' questions on the phone
- Ability to encourage vehicle service/maintenance and problem prevention with customers
- Knowledge of automotive systems and ability to explain systems and repairs to customers of varying levels of technical understanding
- Ability to properly document customer concerns on customer service orders
- Knowledge of warranty and service/insurance policies
- Ability to readily work with numbers, mathematics, high-dollar amounts
- Ability to estimate time of service or repair job for purposes of efficient scheduling

WORK ORIENTATION FACTORS/ENVIRONMENT

- Much customer contact
- Contact with customers from a variety of backgrounds
- Professional image essential
- Constant interruptions
- Much contact with people in all dealership departments

POSITION SUMMARY*Service Advisor:*

- Is responsible for establishing rapport and trust with customers. They are the first and last point of contact.
- Documents vehicle problems by listening to customers describe them and by asking probing questions.
- Road-tests customer vehicles to confirm problems and, after service, to ensure that repairs have been completed.
- Maintains extensive contact with customers, phoning to provide estimates on service and repairs before jobs are begun, explaining the appointments/scheduling systems to customers, and establishing with customers the method of payment for repairs (cash, warranty, etc.).
- Constantly communicates with Technicians to obtain information on needed vehicle repairs.
- Recommends additional maintenance and repair services to customers when appropriate.
- Should be capable of working independently, managing his or her time and work flow.

WHAT THE WORKER IS LIKE?

Service Advisor:

- Must be a decisive person who is genuinely customer-oriented and has the ability to readily establish rapport and trust with customers as well as a strong interest in exceeding customers' expectations.
- Must be capable of handling dissatisfied customers and customers who are unsure of repairs and costs of service – solution and result orientated
- Must have strong organizational skills and the ability to schedule jobs and Technicians under time pressures.
- Must work congenially with other team members, with Technicians, and with those in other departments within the dealership.
- Be willing to stay beyond regular business hours to ensure customer satisfaction

WHAT THE WORK IS LIKE?

The work of Service Advisor:

- Has as their major responsibility the task of satisfying customers by expediting the repair and service of their vehicles within an expected length of time and at an expected cost.
- Involves patiently listening to customers describe vehicle problems, determining the appropriate work involved in the repairs, and accurately recording problems and authorized repairs on work orders so that the Technician understands what to do.
- Requires accuracy, attention to detail, and clear communication with other team members and departments in the dealership.
- Requires the continuous updating of technical knowledge by reading service bulletins and consulting with Technicians.
- Requires a genuine concern about customer enthusiasm, as evidenced by consistent follow-through with customers.
- Have knowledge of automotive workflow software – ADP, RIM, MS OFFICE