TITLE: Service Advisor

REPORTS TO: Service Manager

POSITION INFORMATION:

The Service Advisor is responsible for scheduling service work in the service department and for selling additional needed service to customers.

DUTIES AND RESPONSIBILITIES:

(Dealer: For each job function, check ''E'' if it is essential in your dealership or ''M'' if it is marginal.)

General:

E( ) M( ) Maintain Customer Satisfaction Index rating at least comparable to that of the manufacturer, zone or branch average.

E( ) M( ) Maintain a dealership-prescribed standard for ''hours per customer repair order written.''

E( ) M( ) Understand and follow federal, state and local regulations, such as those governing the disposal of hazardous wastes, OSHA right-to-know, etc.

E( ) M( ) Ensure that all documents are accounted for.

E( ) M( ) Accomplish the forecast that has been established by the general manager and service manager.

Customer-related:

E( ) M( ) Greet customers in a timely, friendly manner. Let customers who are waiting in line know that they will be helped soon.

E( ) M( ) Schedule appointments using dealership-approved forms.

E( ) M( ) Assign sequence numbers to each customer's repair order.

E( ) M( ) Communicate with service customers to determine the nature of the mechanical problem(s).

E( ) M( ) Obtain customer and vehicle data.

E( ) M( ) Test-drive the vehicle or refer to the test technician as necessary.

E( ) M( ) Advise customers on the care of their cars and the value of maintaining their vehicles in accordance with manufacturers' specifications, using maintenance menus (if applicable).

E( ) M( ) Lift the hood of every vehicle and look underneath for potential additional revenue.

E( ) M( ) If additional work is needed, explain the details to the customer, including the additional cost and time considerations.

E( ) M( ) Indicate on repair order the exact repair instructions, making a special note of the main reason(s) the customer brought the vehicle in. Repair orders must be legible.

E( ) M( ) Notify dispatcher of incoming work.

E( ) M( ) Provide estimates for labor and parts. If the cost of service cannot be established during reception, leave open and contact the customer later, by phone, for approval.

E( ) M( ) Establish each customer's method of payment. Obtain approval of credit, if necessary.

E( ) M( ) Establish ''time promised.'' Check with person responsible for work distribution, if necessary.

E( ) M( ) Obtain customer's signature on repair order; provide customer with a copy.

E( ) M( ) Follow up progress of each repair order during the day. Contact customers by telephone regarding any changes in the estimate or time promised. Record changes on repair order in approved fashion.

E( ) M( ) Handle telephone inquiries regarding work in process and appointments.

E( ) M( ) Compare final invoice with original repair order.

E( ) M( ) Analyze quality control report.

E( ) M( ) Deliver vehicle to customer and answer any questions.

E( ) M( ) Maintain follow-up program on additional items found in need of repair.

E( ) M( ) Keep Quick Pricing Guide, Signals Checklist, Maintenance Menus, and other service department forms up-to-date.

E( ) M( ) Be responsible for quality control, to ensure that work is completed as requested and to reduce comebacks.

E( ) M( ) Inspect all vehicles for body work, notify the customer that the work is needed, and provide an estimate for body shop work.

QUALIFICATIONS:

High school diploma or the equivalent. Ability to read and comprehend instructions and information. Two years of experience in a dealership position. General knowledge of vehicle mechanical operations. ASE certification preferred. Sales experience preferred. Professional personal appearance. Excellent oral and written communication skills.

\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

WORKING CONDITIONS:

The Service Advisor works in the service lane, which is in an open garage area. Position requires stooping, bending and moving throughout the service department. May lift up to 50 pounds occasionally. Works with service customers for most of the shift. May work with a Video Display Terminal. S/he will be exposed to noise, vibration, dust, exhaust fumes, and other hazardous and nonhazardous materials. Road-testing of vehicles also may be required. The Service Advisor will be required to wear a dealership uniform at all times.

\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

NOTE:

This is not necessarily an exhaustive list of responsibilities, skills, duties, requirements, efforts, or working conditions associated with the job. While this list is intended to be an accurate reflection of the current job, the dealership reserves the right to revise the functions and duties of the job or to require that additional or different tasks be performed when circumstances change (i.e., emergencies, changes in personnel, work load, rush jobs, or technological developments).

I have carefully read and understand the contents of this job description. I understand the responsibilities, requirements and duties expected of me. I also understand that this job description does not constitute a contract of employment nor alter my status as an at-will employee. I have the right to terminate my employment at any time and for any reason, and the dealership has a similar right.

\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ \_\_\_\_\_\_\_\_\_\_\_\_\_

Employee's Name Employee's Signature Date

\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ \_\_\_\_\_\_\_\_\_\_\_\_\_

Supervisor's Name Supervisor's Signature Date

We are an Equal Opportunity Employer

*(Dealer: This job description was written assuming that no Shop Foreman is on the staff; therefore, the Service Advisor handles many of the coordination and other functions. For comparison, see the job description for a Shop Foreman.)*