



JOB DESCRIPTION

SERVICE ADVISOR

Department: Service

Reports To: Service Manager

Summary:

Sells and schedules needed service work in the service department.

Duties:

- Schedules service appointments.
- Obtains customer and vehicle data and reviews vehicle history prior to customers' arrival, when possible.
- Greets customers in a timely, friendly manner, including handshake, and obtains vehicle information.
- Writes up customer's vehicle problems accurately and clearly on repair order.
- Interviews/questions customer as needed to confirm the problem or refers to test technician, or if necessary, has the shop foreman drive with the customer.
- Refers to service history, inspects vehicle, including opening of the hood, and recommends additional needed service.
- Advises customers on the care of their cars and the value of maintaining their vehicles in accordance with manufacturers' specifications.
- Provides a complete and accurate written cost estimate for labor and parts, provided by the technician.
- Establishes "promised time."
- Checks with dispatcher, as needed.
- Obtains customer signature's on repair order; provides customer with a copy, including estimate on Customer Pay repairs.
- Notifies dispatcher of incoming work.
- Checks on progress of repair throughout the day.
- Contacts customers regarding any changes in the estimate or promised time, explains cost and time requirements in detail, and gets proper authorization before any additional repairs are performed, and properly documents up sell information on the hard copy and in the computer.

- Implements and maintains a service marketing program.
- Reviews repair orders to ensure that work is completed and additional work and authorization is noted.
- Keeps service department forms, menus and pricing guides up-to-date.
- Explains completed work and all charges to customers.
- Maintains high customer satisfaction standards.
- Handles telephone inquiries regarding appointments and work in process.
- Inspects all vehicles for body work, informs customer at the time of write-up, if work is needed and provides an estimate for body work.
- Maintains a professional appearance, including tie, name badge and lab coat.
- Keeps work area clean.