**JOB DESCRIPTION**

**CUSTOMER SERVICE REPRESENTATIVE**

**JOB TITLE:** Customer Service Representative

**OBJECTIVE**

Serves as a liaison between the dealership and its customers and represents the dealership at various public relations events.

**PRIMARY RESPONSIBILITIES**

* Supervises all vehicle deliveries, ensuring that each customer is informed of the vehicle's warranty details, maintenance requirements, and features, particularly those related to safety.
* Introduces customers to service and parts personnel, indicating shop location and hours of operation.
* Follows up with all sales and warranty customers within 48 hours to ensure customer satisfaction.
* Develops and monitors the results of a dealership customer service questionnaire.
* Stays abreast of upcoming community events and considers ways the dealership might participate.
* Coordinates special dealership events, promotions, and seminars.
* Implements customer satisfaction programs.
* Strives for high ranking on manufacturer surveys. Monitors results frequently.
* Informs salespeople of their performance scores and suggests improvement as needed.
* Acts as a contact person for any special projects regarding dealership improvements.
* Assists service customers during the morning service rush, when possible.
* Maintains a professional appearance.
* Other tasks as assigned

**ADDITIONAL RESPONSIBILITIES**

[If applicable.]

**SUPERVISORY RESPONSIBILITIES**

[If applicable.]

**QUALIFICATIONS**

An individual must perform each essential duty satisfactorily to perform this job successfully. The requirements below represent the required knowledge, skill, and ability. Reasonable accommodations may be made to enable individuals with disabilities to perform essential functions.

**EDUCATION and EXPERIENCE**

* Associate degree (A.A.) or equivalent from a two-year college or technical school; or six months to one-year related experience or training; or equivalent combination of education and experience.
* Bachelor's degree (B.A.) from a four-year college or university; or one to two years related experience or training; or equivalent combination of education and experience.
* Two to four years related experience or training; or equivalent combination of education and experience.
* Four to ten years related experience or training; or equivalent combination of education and experience.

**VERBAL SKILLS**

* Ability to read and comprehend simple instructions, short correspondence, and memos. Ability to write simple correspondence. Ability to effectively present information in one-on-one and small group situations to customers, clients, and other employees of the organization.
* Ability to read and interpret documents such as safety rules, operating and maintenance instructions, and procedure manuals. Ability to write routine reports and correspondence. Ability to speak effectively before groups of customers or employees of the dealership.

**MATH SKILLS**

* Ability to add, subtract, multiply and divide into all units of measure using whole numbers, common fractions, and decimals. Ability to compute rate, ratio, and percent and to draw and interpret bar graphs.
* Ability to calculate figures and amounts such as discounts, interest, commissions, proportions, percentages, area, circumference, and volume. Ability to apply concepts of math.

**REASONING ABILITIES**

* Applying common sense understanding to carry out detailed but uninvolved written or oral instructions. Ability to deal with problems involving a few concrete variables in standardized situations.
* Ability to apply common sense understanding to complete written, oral or diagram instructions. Ability to deal with problems involving several concrete variables in standardized situations.
* Ability to solve practical problems and deal with concrete variables in situations where only limited standardization exists. Ability to interpret various instructions furnished in written, oral, diagram, or schedule form.
* Ability to define problems, collect data, establish facts, and draw valid conclusions. Ability to interpret technical instructions in mathematical or diagram form and deal with abstract and concrete variables.

**CERTIFICATION and LICENSE**

[If applicable.]

**PHYSICAL REQUIREMENTS**

An employee must meet the physical demands described here to perform the essential functions of this job successfully. Reasonable accommodations may be made to enable individuals with disabilities to perform essential functions.

**WORK ENVIRONMENT**

The work environment characteristics described here represent those employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform essential functions.

**Job Title:** Customer Service Representative

**Department:**

**Reports To:**

**FLSA Status:**

**Prepared By:**

**Prepared Date:**

**Approved By:**

**Approved Date:**

**Revised Date:**

**Job Description Acknowledgment**

I have reviewed the job description for my position and understand my responsibilities.

Employee Signature: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ Date: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Manager Signature: ­­­­­­­­­­­­­­­­­­­­­­\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ Date: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_