**JOB DESCRIPTION**

**SERVICE ADVISOR 2**

**JOB TITLE:** Service Advisor

**OBJECTIVES**

Automotive service advisors greet customers, listen to their description of the problems or service needed, determine the type of service required and prepare repair orders. If a vehicle requires additional repairs not covered in the original order, they estimate the additional cost and telephone the customer for permission to do the work. They also advise customers on other available services.

**PRIMARY RESPONSIBILITIES**

* Advises customers about necessary service for routine maintenance.
* Helps identify a mechanical problem by questioning the customer or doing a visual inspection or road test.
* Confirms with customers inspection results, recommend corrective procedures, and prepares repair work orders.
* Prepares a repair order showing time, cost, and labor estimates for service.
* Writes a brief description of the customer's concern about the repair order to help the technician locate the problem.
* Explains the work performed and the repair order charges to the customer.
* Handles customer complaints.
* Schedules service appointments.
* Obtains customer and vehicle data before arrival when possible.
* Greets customers in a timely, friendly manner and obtains vehicle information.
* Test drives the vehicle with the customer to confirm the problem or refer the test drive to the repairing technician.
* Refers to service history, inspects vehicle, and recommends additional service.
* Advises customers on the care of their cars and the value of maintaining them following manufacturers' specifications.
* Provides a complete and accurate written cost estimate for labor and parts.
* Establishes 'promised time.' Checks with the dispatcher if necessary.
* Obtains customer's signature on repair order; provides the customer with a copy.
* Establishes customer's method of payment. Obtains credit approval, if necessary.
* Notifies dispatcher of incoming work.
* Checks on the progress of repair throughout the day. Contacts customers regarding any changes in the estimate or promised time, explain cost and time requirements in detail and gets proper authorization before any additional repairs are performed.
* Implements and maintains a service marketing program.
* Review repair orders to ensure that work is completed, and additional work and authorization are noted. Closes repair order as appropriate.
* Ensures that vehicles are parked in assigned areas. Makes sure they are locked, and all keys are marked and put away correctly.
* Keeps service department forms, menus, and pricing guides up to date.
* Implements a quality control process to eliminate comebacks.
* Maintains high customer satisfaction standards.
* Handles telephone inquiries regarding appointments and work in process.
* Inspects all vehicles for bodywork, inform the customer if work is needed, and provide an estimate.
* Maintains a professional appearance.
* Keeps work area clean.
* Other tasks as assigned

**ADDITIONAL RESPONSIBILITIES**

[If applicable.]

**SUPERVISORY DUTIES**

[If applicable.]

**QUALIFICATIONS**

To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements below represent the required knowledge, skill, or 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.

**VERBAL SKILLS**

* 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.
* Ability to read, analyze and interpret general business periodicals, professional journals, technical procedures, or governmental regulations. Ability to write reports, business correspondence, and procedure manuals. Ability to effectively present information and respond to questions from managers, clients, customers, and the public.

**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 simple algebra and geometry.

**REASONING ABILITIES**

* 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**

* Automotive Service Excellence (ASE) Certifications
* Manufacturer Training
* Valid Driver's License

**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:** Service Advisor

**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: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_