**JOB DESCRIPTION**

**SERVICE ADVISOR 1**

**TITLE:** Service Advisor

**OBJECTIVE**

Assist the Service Manager with the overall daily management of service technicians.

**REPORTS TO:** Service Manager

**QUALIFICATIONS**

Customer and employee relations ability, personnel management capability, product, and technical knowledge, accounting, and typing skills.

**PRIMARY RESPONSIBILITIES**

Act as a Liaison Between the Dealership and the Customer.

**Daily Responsibilities**

* A typical workday begins @ 7:00 AM
* The DMS system must be updated and controlled by you throughout the day concerning opening repair orders, finishing miscellaneous notes lines, Waiters, Lines on Hold, Expired Holds, Promise Times, Etc.
* Meet and greet all customers coming into the service drive or Express Lane entrances.
* Write repair orders as needed, getting complete information on all requests and complaint issues
* Perform a 'Walk Around' on every vehicle every time and note any issues on the inspection form.
* Suggest maintenance according to the vehicle's mileage and the manufacturer's schedule.
* Compare "DAB" plate fluids to the customer and offer fluid changes when necessary.
* Customer signatures are required before diagnosis and repairs begin. In cases where the customer has dropped the vehicle off before opening, write 'EB' for Early Bird on the signature line. If no envelope was used, contact the customer, and write the date and time you spoke.
* The service manager must sign for all Road Ready's.
* Coordinate vehicle test drives with the customer and the repairing technician according to Dealership's Customer Satisfaction Policy. For transmission issues, attached a diagnostic transmission sheet to the repair order listing the customer's complaint and for the technician.
* The diagnosing/repairing technician must attach a diagnostic transmission sheet to the repair order.
* Verify warranty coverage of repair(s) before giving approval to the technician.
* If seeking out-of-warranty assistance, review the customer's service history file and contact the Area Manager with mileage, VIN, vehicle history records, cause, and repair correction.
* Contact the service contract company for authorization before repairs are made if seeking service contract approval. Be sure to advise the customer of the claim determination and any deductible.
* If seeking insurance company approval, contact the insurance company with an estimate of repair.
* Create estimates and contact the customers on all customer-pay repairs using the service pricing guide, the DMS, service menus, scheduled maintenance menus, or Chilton's Repair Labor Time Guide.
* The repairing technician must provide the cause and correction for each repair line and a story of what they did to repair the vehicle. Lines on repair orders may not be booked without an account of the repairs.
* The repairing technician must provide specifications both before and after a repair has been made, including tie rods, alignments, rotor machining, or replacement
* Attach any sublet invoice to the repair order for cashier's office use.
* Immediately contact the customer when the vehicle is repaired with the information regarding the cause and correction.
* The lunch hour is from 12:00 PM – 1:00 PM. (At times, it may be necessary to change, shorten or even extend the lunch hour as needed.)
* The workday ends @ 5:30 PM, provided your finished customer vehicles have been called and all issues addressed concerning the disposition of the vehicle.

**Monthly Responsibilities**

* Maintain a high level of personal grooming, hygiene, and dress consistent with the position's duties.
* Maintain a 'How can I help?' attitude.
* Answer service drive phones.
* Review open repair orders for closing at the end of each month.
* Attend all meetings called by the service manager.
* Additional requirements as set by service management

**Performance Measurements**

* Customer Satisfaction performance is graded monthly by customer responses to the manufacturer's returned surveys.
* Your sales performance is measured by your ability to sell parts and labor based on the current designated sales forecast. (See Service Manager for details.)

**Job Description Acknowledgment**

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

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

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