



## **Job Description**

**Employee Name:**  
**Job Title:** Service Advisor  
**Reports To:** General Manager  
**FLSA Status:** Exempt  
**Prepared By:** Curtis Andrew Massoll  
**Date:** January 1, 2011

### **NATURE OF WORK:**

Under limited supervision, the Service Advisor (SA) provides estimated cost analysis of automotive repairs and routine maintenance. Through effective communication with customers, the SA determines the services necessary, predicts the time needed for completion and stays in constant communication with the customer during the repair process. The SA determines services needed by accessing information obtained by technicians and referencing auto manufacture's service intervals.

### **TYPICAL DUTIES:**

- Ability to effectively communicate with customers regarding services recommended and performed
- Prepares service estimates, sells routine maintenance / repair services and conducts follow-ups regarding unsold services and customer inquires
- Performs opening and closing responsibilities
- Schedules appointments, answers phones and collects funds for services performed
- Assists with the coordination of alternate transportation, rental car reservations, shuttle etc.
- Performs other duties as requested

**KNOWLEDGE, SKILLS AND ABILITIES:**

- Demonstrates an extreme attention to detail
- Reads, analyzes and interprets general business reports
- Ability to write, present and respond to customers and staff members in a professional manner
- Ability to compute basic math equation

**WORKING CONDITIONS AND PHYSICAL REQUIREMENTS:**

- Lift objects weighing between 25 – 50 pounds
- Safely work with team to lift and maneuver items weighing up to 100 pounds
- Stand, walk or sit for long periods of time without resting (up to 5 hours)
- Work in areas that require kneeling, crouching or crawling

**MINIMUM EDUCATION/EXPERIENCE:**

- High school diploma or general education degree (GED); or one to three months related experience and/or training; or equivalent combination of education and experience
- Candidates must have a valid driving license and clean driving record
- Experience with Shop Management software preferred

**CERTIFICATIONS**

- Must have ASE Automotive Service Consultant certification

## COMPETENCIES:

To perform the job successfully, an individual should demonstrate the following core competencies;

- **Service Excellence** – Provide the best, world class service; achieving excellence each passing day
- **Integrity** – Act with honesty and integrity without compromising the truth
- **Teamwork** – Support each other’s efforts, remain loyal to one another, and care for each other both personally and professionally
- **Safety** – Ensure the safety of people while making sure they have a trouble free experience
- **Commitment** – Stay committed to great products, services and other initiatives that impact lives both within and outside the organization
- **Efficiency** – Be efficient and effective in our approach to providing the best products & solutions to our customers with each contact
- **Accountability** – Take responsibility for our actions that influence the lives of our customers and fellow workers
- **Profit Growth for All** – Every business needs to turn a profit in order to keep the company alive and healthy. Every employee needs to generate an income that allows them to meet their goals and objectives. We believe that our ability to deliver each competency at the highest level drives the financial results for everyone in the organization