

SERVICE ADVISOR

Candidate Name:		Recruitment #:	
Rater Name:			
Rater Signature		Date:	
Job Description or Overview: _____			
<p>SUMMARY: Inspects and tests automotive vehicles to determine needed repairs and cost. Secures (sells) the project. Facilitates the repair scheduling and follow up.</p> <p>QUALIFICATIONS:</p> <ul style="list-style-type: none"> • High school diploma or general education degree (GED); or two plus years related experience and/or training; or equivalent combination of education and experience. • A general working knowledge of auto repairs. 2 plus years of related experience. • People and Sales Skills. • A valid Driver's License with a good driving record. <p>ESSENTIAL DUTIES & RESPONSIBILITIES:</p> <ul style="list-style-type: none"> • Interfaces with customers and auto technicians to identify and sell vehicle repairs and maintenance. • Estimates cost of repair and prepares itemized work order, listing costs of parts and labor. • Verifies warranty and service contract coverage by examining records and papers. Explains provisions and exclusions as needed to the customer. • Makes minor adjustments or repairs such as brake adjustment, battery cable replacement, or hinge lubrication. • Schedules and monitors appointments to enhance shop flow. • Gives directions to Automobile Body Repairer, Automobile Mechanic, and other garage workers. • Inputs and maintains accurate customer information, vehicle problems and corrections into the computer database. • Works calmly and efficiently under pressure and with people who are frustrated. • Uses telephone, e-mail and other means to communicate with customers and vendors. • Maintains a professional appearance of self and work area. • Assists front office personnel by performing housekeeping tasks as needed. <p>PERSONAL CHARACTERISTICS (Behaviors; Competencies/Talents; Motivators/Interests; Attitude): Likes frequent interaction with others, People oriented, Customer service oriented, Personally effective, Team player, Goal oriented, Interpersonal skills, Persuasive, Self Manages time and priorities, Money savvy and practical, Continuous learner, Rule and regulation follower, ethical and hard worker.</p>			