

Service Advisor

Job Data

Job Title: Service Advisor
Department: Service Department
Supervisor: Service Manager
Pay Class / FLSA Status: Salaried + Incentive

Summary Description

Receives customer vehicles, discusses problems and service needs, schedules work with Shop Foreman to assign jobs to service technicians and communicates job status to customer.

Key Results Areas:

- Assist Service Department Manager in maintaining a smooth running efficient service department with a high degree of customer satisfaction.
- Sell P&A and other services by pointing out service specials or additional work needed.
- Provide superior customer service to both internal and external customers.

Major Duties and Responsibilities:

1) Service Department Operations

- Lists customer concerns, and clearly describe them on the repair order.
- Estimate costs and completion times at point of sale. Clearly communicate them to customer.
- Review work-in-progress to ensure quality and timeliness.
- Occasionally assist technicians when there is a question regarding work to be performed.
- Determine correct part numbers on repair orders and assist the parts department with picking and posting of parts used before job starts.
- Perform cashier functions, as needed, provide thorough explanation of repairs to customer.
- Make estimates for internal Repair Orders.
- Open & close all customer paid, warranty, and internal repair orders.
- Follow procedures for quick & efficient handling of warranty items, including tagging and proper storage of these items.
- Become familiar and efficient with all phases of the computer system required for service & parts management.

2) Customer Service

- Greet customers immediately, in a courteous and friendly manner.
- Handle telephone transactions quickly, and courteously.
- Notify customers ASAP of any changes, delays, or additional work needed. Avoid setting high customer expectation levels in situations where expectations are not likely to be met.
- Sell P&A and additional services by pointing out service specials or additional work needed.
- Handle customer complaints reasonably, showing empathy and a positive attitude, and demonstrate our commitment to "Make Things Right".
- Give special attention to repeat repairs to ensure the situation is corrected.
- Avoid making commitments which can not (or likely will not) be met. Set customers' expectations to a level where they will likely be met.

3) Other Duties - As Assigned

Supervisory Responsibilities: - None

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Commitments:

- Treat all employees and customers fairly, courteously, and with dignity.
- Model superior customer service behavior for all interactions with customers and employees.
- Be prompt and available for flexible scheduling.
- Maintain up to date technical qualification (PHD and others) by completing all training programs assigned by the Service Manager.

Qualifications & Job Requirements:

- Outgoing, friendly personality and superior communication & customer service skills.
- Knowledge and experience with servicing of Harley-Davidson motorcycles, and other products sold by the dealership, or the demonstrated ability to quickly learn them.
- Experience with Point-of-Sale and Parts & Service management computer software or the ability to quickly learn due to general knowledge & experience with computers.
- Occasionally asked to work extra hours during peak season or as fill in on an as needed basis.
- Current, Motorcycle license, as vehicle test rides will be required.

Physical Demands:

- Exposure to temporary elevated noise levels in the work environment is probable.
- Occasionally required to bend, stoop, crouch, reach, and handle tools.
- Occasionally requires the ability to lift 40 pounds of material.
- Occasionally requires the ability to balance and push an 700⁺ lb. motorcycle.

Working Conditions:

- Frequently works near moving mechanical parts.
- Is potentially exposed to battery acid, gasoline, chemical cleaning materials or other toxic materials commonly found in a motor vehicle service department.
- Occasionally, exposed to exhaust fumes or airborne other particles.