



## **Service Advisor**

### **Job Location**

Tecumseh, Oklahoma

### **Compensation**

Salary plus commission

### **Job Purpose**

The service advisor's primary function is ensuring that the store has the highest level of customer service possible.

### **Essential Duties and Responsibilities**

- Greet walk in customers in a friendly and timely manner.
- Complete the work order ticket process by gathering the customer and vehicle information and prepares the time and cost estimate.
- Identify routine maintenance needs from each customer and initiate a maintenance schedule.
- Interpret customers' descriptions of their vehicle problems and translate those into clear instructions to technicians.
- Manage the work-flow process and inform customer of any changes.
- Evaluate the performance levels of technicians and report training opportunities to the Store Manager.
- Responsible for managing the daily schedules of the technicians.
- Conduct inside sales calls to individual customers and commercial accounts.
- Support management decisions and enforce with subordinates in a positive and professional manor.
- Other duties as assigned.

### **Qualifications**

- Strong customer service experience and the fundamental knowledge of the automotive service.
- Ability to calculate figures and amounts such as discounts, interest, commission proportions, percentages and area. Ability to apply concepts of basic math.



- Possess excellent time management and organizational skills.
- Excellent customer service skills to handle customer concerns or complaints.
- Ability to carry out oral and written instructions.
- Ability to communicate effectively orally and in writing.
- Ability to supervise and delegate work to subordinates as needed.
- Valid Driver's License.
- Lift up to 50 pounds, as needed. Bend at knees and back frequently. Stand and work on feet for extended periods of time.

## **Education and Experience**

- High school diploma or GED.
- Minimum of 5 years in the automotive repair industry.
- Minimum of 1 year in supervising employees, preferably auto mechanics, in auto service center.