

*Parkway Automotive
708 Kirk Road
Little Rock, Arkansas 72223*

Job Description

Service Advisor

I. Description

A. You are the business card for our company. You are usually the first and last person to deal with all of the customers and vendors. You must always portray the image and ethics of our company in everything you do. Customer satisfaction will depend on your people skills.

B. The primary function is to integrate between the customer, technician, and vendor while maintaining control and an orderly environment. You will need to identify the customers' problems and expectations, then effectively document and communicate all information to the technician.

C. We must always keep the customers best interest in mind while remembering we are the professionals hired by them to identify and repair their vehicles problems. You must sell our services properly; experience, expertise, equipment, and knowledge. You must also make sure we have delivered what was sold, and that the customer is well aware of what they are paying for and why.

D. You are the primary salesman and receptionist. You must understand our industry to be able to instill confidence of our technical ability and competence. You will need to always portray a professional appearance and attitude, both in person and on the telephone. This is inclusive of all contacts; customers, employees, vendors, outside sales, etc.

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II. Qualifications

A. General

1. A positive attitude and personality is necessary. Able to communicate effectively with customers and work with the public and maintain a positive attitude in stressful environments. Have a basic understanding of the automotive industry.
2. Work with minimal supervision.
3. Earn the trust of co-workers, vendors and customers.
4. Openness to learn new skills.
5. General understanding of automotive components.
6. Ability to cope with a stressful environment and periods of stress and tension.

B. Specific

1. High School diploma required.
2. Good skills & knowledge of IBM compatible computers and Microsoft Office Products; Word, Excel, Publisher, etc.
3. Standard office equipment; calculator, multi-line phone system, copier.
4. Must be able to type/keyboard 40 words per minute.
5. Minimum of 4 years experience:
 - a) **In the automotive industry, or**
 - b) **Customer relations, or**
 - c) **Similar position.**

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6. Formal Automotive Service Advisor Training.
7. Valid Arkansas Drivers License.
 - a) **No more than 2 MINOR moving violations in the last 3 years.**
 - b) **No MAJOR violations in the last 5 years.**
8. Ability to work extra hours when required/needed.
9. Able to lift 40 pounds.

III. Expectations

A. Appearance

1. Appearance must be clean and neat, promoting a professional business image.
2. Casual Dress attire is required.
3. Hair cut, styled, and worn in a fashion acceptable for professional business attire.

B. Attendance

1. Each and every day scheduled to work, Show up and be ready to work at the scheduled time.
2. Requests for time off from normal scheduled work times or days must be received in writing at least 2 week in advance.
3. Exceptions for *unforeseen circumstances* with *priority* are acceptable with notification at the earliest possible opportunity

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4. Time at work is for producing work. Time spent visiting with fellow employees must be kept at a minimum.
5. Except for an emergency Personal phone calls, visits, or answering text messages is not allowed except for lunch breaks or after working hours
6. Attend weekly shop meetings.
7. When calling in sick, call before your start time.

C. Ethics

1. Everyone is expected to operate with honesty, ethics, and integrity in all aspects of their job.

D. Attitude

1. Each part of your job is extremely important and must be completed with accuracy, professionalism, enthusiasm, pride and integrity.
2. Foresight and thought must be applied to each function, procedure, or requirement of the job.
3. All employees need to communicate openly and effectively all concerns and problems with each other and/or management.
4. Attitudes need to be open and positive at all times.
5. Promote positive moral in the office and shop.

E. Training

1. Attend self-improvement seminars and job specific training as necessary to continually improve and grow in job skills, as directed by management.

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F. Etiquette

1. Must be able to speak, read and write (legibly) proper English, no slang, racial slurs, etc.
2. Good customer skills, manners, tact, polite language and gestures (even under pressure).
3. Practice good listening skills.

G. Other

1. Good organizational skills; desk, documents, people, procedures, etc.
2. Ability to analyze the facts and make a decision.
3. Good problem solving ability.
4. Report problem area's to management.
5. Required to notify any illegal activities to management immediately, (i.e. drug use, theft, etc).

IV. Duties and Responsibilities

A. General Duties

1. Control customer complaints through quality control of all work.
2. Address and resolve customer concerns and complaints.

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3. Target an average of 3 billable hours and \$400 total sale per Repair Order.
4. Maintain an average overall gross profit of at least 60%.
5. Oversee that the reception area is in a clean orderly fashion.
 - a) Oversee that trash gets emptied as necessary.**
 - b) Oversee that bathroom gets cleaned and supplies furnished for customer as necessary.**
6. Facilitate special customer needs
 - a) Vehicle or customer pickup or delivery.**
 - b) Towing arrangements as necessary.**
 - c) Rental car arrangements as necessary.**
7. Provide customers with information brochures and diagnostic worksheets.
8. Open and prepare the shop for business operations by 7:15 a.m.
Close the shop and operations at the appropriate times as necessary.
9. If you are here – answer the phone

B. Specific Duties

1. Scheduling of all appointments.
 - a) Allowing adequate time for all diagnosis, repair, additional sell, and carry-over of all operations.**
 - b) Handles technician assignments and job routing**
 - c) engage in slow day plan when a slow day exist or is upcoming**

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d) make appointments for call in estimates explaining the importance of test before repair

2. Create and completely fill out all Work Orders.

a) Complaint, Cause & Correction.

b) Continually update new information and status on work orders.

c) All parts and labor operations.

d) Specific notes for warranty, recommended repairs or special customer information.

e) Insure all vehicle information is on work order

(1) Year, Make, Model, Production Date

(2) Vehicle Identification Number

(3) Engine & Transmission

(4) Mileage

3. Completion and correct documentation of all customers invoices.

4. Create printed estimates for all work prior to approval, update and properly document any changes or required information.

5. Properly document all approvals in the approval window of software

6. Securing approval or authorization of all work orders and validate payment.

7. Maintain workflow and productivity.

a) Manage quick tracs for proper dispatching

b) Be aware of completion status of work in process

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c) Monitor timely arrival of parts

d) Insure vehicle completion and delivery are meeting commitments, and on track with promises.

e) Scheduling being met as promised: bays and technicians kept busy and productive with work, Technicians available to work on vehicles scheduled.

8. Acquisition of all parts needed for the repair operation, including inventoried parts.

9. Answer telephones (promptly and) courteously, before the second ring if at all possible.

10. Correctly receive and address all walk in traffic.

a) Greet all customers promptly and courteously, acknowledge them even when currently involved with someone else.

11. Attend meetings as required by management.

12. Identify and report problem areas and policy or procedure violations.

13. Research customer history on all appointments for additional service, recommended repairs or problem trends.

14. Ensure that all future appointments are being called

15. Handle all parts credits and returns: cores, warranties and unused new parts. Must insure proper credit invoice is received from supplier and Make notes in return p.o. note section with return cause and associated ro number.

The company reserves the right to modify this job description as business needs require.

I have received a copy of this policy for my record, and have read and understand this policy in its entirety.

Employee Signature

Date

Management

Date