

TAG Trotman Auto Group

Expect the Best

Position:	Service Advisor
Dealership:	Langley Chrysler
Employment Status:	Full Time
Department:	Service

Position Summary:

The Service Advisor initiates automotive services and repairs by ascertaining performance problems and services requested; verifying warranty and service contract coverage; developing estimates; writing repair orders; maintaining customer rapport and records.

Primary Duties and Responsibilities:

- Greet all customers promptly or, if unavailable, acknowledge their presence
- Efficiently help customers (internal and external) with the highest level of service
- Ascertain automotive problems and services by listening to customer's description of symptoms; clarifying description of problems; conducting inspections; taking test drives; checking vehicle maintenance records; examining service schedules.
- Confirm customer contact information at the time of all customer touch points
- Examine service history for every customer to determine recommended maintenance and repair history
- Obtain customer authorization via written approval/signature on all repair orders and procedures
- Verifies warranty and service contract coverage by examining records and papers; explaining provisions and exclusions
- Practice a consistent and thorough follow up process to ensure customers are kept up to date on vehicle condition and status with correct information
- Ensure all resources within the Service department are used effectively
- Communicate with internal/external customers in a timely fashion regarding recommended repair/maintenance by technicians
- Prepares repair orders (RO) by describing symptoms, problems, and causes discovered, as well as repairs and services required; obtaining approval signatures; entering RO into service database system
- To service all allocated sales inquiries in a prompt and effective fashion
- Prepare a detailed and accurate estimate on the cost of labour and parts
- Communicate effectively with technicians to ensure all information is retrieved, documented and communicated with client on vehicle conditions
- Maintains customer rapport by explaining estimates and expected return of vehicle; obtaining customer's approval of estimates; obtaining and providing contact telephone numbers; answering questions and concerns; arranging towing and temporary transportation
- Answering all Service calls in a timely manner
- Compile quotation for recommended repairs and/or maintenance by utilizing MPI Software
- Performing multipoint inspections on all client vehicles upon service write up process
- Updates job knowledge by participating in educational opportunities; reading manufacturers' publications
- Enhances organization reputation by accepting ownership for accomplishing new and different requests; exploring opportunities to add value to job accomplishments.

Qualifications:

- Previous Two (2) years of experience in an Automotive Service Advisor role
- A proven track of success in automotive sales
- Excellent interpersonal and relationship-building skills
- Excellent written and oral communication skills
- Excellent customer service skills with the desire to exceed expectations
- Ability to effectively respond to and meet the needs of a diverse client base
- PBS software experience preferred
- Valid Class 5 driver's license with a clean driver's abstract

Benefits:

As part of Trotman Auto Group's culture and vision, we believe success comes from great people within the organization that are knowledgeable, inspired and love what they do; people who do not only attain their personal and collective goals, but live and work to their full potential.

- Competitive compensation and benefits packages
- The ability to grow within an expanding and progressive dealer group
- A healthy and safe work environment
- A fun work environment with many social events
- Ongoing training through TAG university