

## **Service Porter Position**

**Primary Objective of this Position:** Enhance the customers' positive service experience by driving them to or picking them up from their homes or offices while service is being performed on their vehicles. Assist service consultants with moving vehicles as needed around dealership.

**Basic Requirements:** A friendly smile and a positive disposition - willing to work with others. Completed high school education; honest and respectful person; excellent communication skills; professional appearance; an insurable Michigan driver's license; are requirements. The working environment is primarily standing or moving, and could be subject to noise, vibration, dust, fumes, and exposure to hazardous and nonhazardous materials at various times. The job requires physical abilities to lift up to 50 lbs and physical mobility within the shop environment, driving vehicles, and the ability to attend functions both onsite and offsite.

### **Essential Duties:**

- Drive customers to their homes or places of business and pick them up after their vehicle is repaired.
- Use good judgment and safe driving skills.
- Assist passengers getting in and out of vehicles.
- Communicate with dealership to report disruption of service.
- Keep a record of trips including names of passengers and destination or pick-up point.
- Move vehicles from service entrance that have been left for repairs. Either parking them in designated service lots or delivering to a technician.
- Deliver customer vehicles to service entrance for pick up as requested.
- Notify service manager of any servicing the shuttle vehicle may require, such as oil changes, tires, cleaning, and general maintenance.
- Quality control – Re-Test - drive vehicles or inspect vehicles after service repairs are complete.
- Process and document loaner vehicle status – upon loaner returns do walk a rounds and check fuel levels – inform service consultants of any discrepancies (i.e. damage and/or fuel levels).
- Maintain a professional appearance and an insurable valid driver's license.
- Perform other duties as assigned.

**Full Time:** Monday – Friday

**Must be 18 to apply.**