

Job Description

Job Title: Service Consultant
Department: Mercedes-Benz of Honolulu – Service Department
Reports To: Service Manager
FLSA Status: Exempt

SUMMARY

The Service Advisor takes care of the customer during the process of repair. S/he helps determine and isolate and records any problem(s) with the customer's vehicle. The successful Service Advisor has two primary functions: First, diagnose and isolate any problem(s) and/or concerns the customer thinks s/he has with her/his vehicle. Second, keep the customer informed and happy while her/his vehicle is in the shop.

DUTIES AND RESPONSIBILITIES

Maintain Customer Satisfaction Index rating at least comparable to that of the manufacturer, region, and nation.

Establish and maintain good working relationships with customers to encourage repeat and referral business.

Schedule service appointments.

Greet each customer in a prompt, courteous manner 100% of the time.

Communicate with service customers to determine the nature of the mechanical problem(s).

Obtain customer and vehicle data.

Test-drive vehicle or refer to the test technician as necessary.

Advise customers on the care of their cars and the value of maintaining their vehicles in accordance with manufacturers' specifications, using maintenance menus (if applicable).

Promote the sale of labor, parts and accessories without losing sight of the fact that you are to be an advisor to the customer.

If additional work is needed, explain the details to the customer, including the additional cost and time considerations.

Notify Group Leader of incoming work.

Indicate on repair order the exact repair instructions, making a special note of the main reason(s) the customer brought the vehicle in.

Provide estimates for labor and parts. If the cost of service cannot be established during reception, leave open and contact the customer later, by phone, for approval.

Establish each customer's method of payment. Obtain approval from warranty company, if necessary.

Establish "time promised." Check with person responsible for work distribution, if necessary.

Obtain customer's signature on repair order; provide customer with copy.

Follow up progress on each repair order each day. Contact customers by telephone regarding any changes in the estimate or time promised. Record changes on repair order in approved fashion.

Handle telephone inquiries regarding work in process and appointments.

Compare final invoice with repair order.

Book all repair orders written up.

Be responsible for quality control, to ensure that work is completed as requested and to reduce comebacks.

Perform walk-around inspection on vehicle at write-up.

Be responsible for quality control, to ensure that work is completed as requested and to reduce comebacks.

Deliver vehicle to customer and answer any questions.
Maintain follow-up program on additional items found in need of repair.
Listen to customer's needs and concerns.
Assist with handling customer complaints and or misunderstandings with courtesy, tact and in a manner that is consistent with company policies and goals.
Maintain a dealership-prescribed standard for "hours per customer repair order written."
Accomplish the forecast that has been established by the General Manager and Service Manager.
Ensure that all documents are accounted for.
Keep Quick Pricing Guide, Signals Checklist, Maintenance Menus, and other service department forms up-to-date.
Maintain a high degree of accuracy and courtesy.
Perform all duties within required time limits.
Adhere strictly to all company rules, policies and procedures.
Special order parts (which are generally non-returnable) are the responsibility of the service advisor and will be charged to the service department once the order is made. Use your discretion and only order when it is mandatory and with customer's prior approval.
Maintain good working relationships with fellow employees.
Offer and provide alternate transportation to customers when needed.
Understand, keep abreast of, and comply with federal, state, and local regulations that affect service operations, such as hazardous waste disposal, OSHA right-to-know, etc.
Maintain strict confidentiality of confidential personal information of our customers in compliance with the Federal Trade Commission Safeguards Rule, implementing the provisions of the Gramm-Leach-Bliley Act as they pertain to automobile dealerships.
Perform other duties as assigned.

QUALIFICATIONS

To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed below are representative of the knowledge, skill, and/or ability required. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

EDUCATION and/or EXPERIENCE

High school diploma or general education degree (GED); or at least two years related experience and/or training; or equivalent combination of education and experience. General knowledge of vehicle mechanical operations. ASE certification preferred. Sales experience preferred. Will be trained on dealership computer systems. Valid in-state driver's license.

LANGUAGE SKILLS

Ability to read and interpret documents such as safety rules, operating and maintenance instructions, and procedure manuals. Ability to write routine reports and correspondence. Ability to speak effectively before groups of customers or employees of organization.

REASONING ABILITY

Ability to apply common sense understanding to carry out instructions furnished in written, oral, or diagram form. Ability to deal with problems involving several concrete variables in standardized situations.

PHYSICAL DEMANDS

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

While performing the duties of this job, the employee is regularly required to stand; use hands to finger, handle, or feel; reach with hands and arms; stoop, kneel, crouch, or crawl; and talk or hear. The employee frequently is required to walk and sit. The employee is occasionally required to climb or balance. The employee must be able to regularly lift 50 pounds and occasionally lift 75 pounds. Specific vision abilities required by this job include close vision, distance vision, color vision, peripheral vision, depth perception, and ability to adjust focus.

WORK ENVIRONMENT

The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

Will work in the service lane, which is an open garage area. Works with service customers for most of the shift. May be exposed to noise, vibration, dust, exhaust fumes, and a variety of hazardous and non-hazardous materials. Must dress professionally and maintain clean and neat appearance.

NOTE

This is not necessarily an exhaustive list of responsibilities, skills, duties, requirements, efforts, or working conditions associated with the job. While this list is intended to be an accurate reflection of the current job, the dealership reserves the right to revise the functions and duties of the job or to require that additional or different tasks be performed when circumstances change (i.e., emergencies, changes in personnel, work load, rush jobs, or technological developments).

I have carefully read and understand the contents of this job description. I understand the responsibilities, requirements and duties expected of me. I also understand that this job description does not constitute a contract of employment nor alter my status as an at-will employee. I have the right to terminate my employment at any time and for any reason, and the dealership has a similar right.

Employee's Name & Signature

Date

Manager's Name & Signature

Date