

Automotive Service Advisor Job Description

Our company is searching for experienced candidates for the position of automotive service advisor. Please review the list of responsibilities and qualifications. While this is our ideal list, we will consider candidates that do not necessarily have all of the qualifications, but have sufficient experience and talent.

Responsibilities for automotive service advisor

- Ensure appropriate preventative maintenance schedule is followed
- Maintain monthly performance goals at or above the established goal
- Offers assistance willingly and makes a positive contribution to morale
- Respond positively to change, remains calm and professional under pressure and accept constructive criticism positively
- Provide customer service to include vehicle service care and manufacturer's warranty specifications
- Schedule and manage service appointments and service estimates
- Address and resolve customer complaints
- Advises customers on necessary/suggested services
- Maintains CSI at or above designated standards
- Manage material inventories

Qualifications for automotive service advisor

- The opportunity to work in a small office setting where you can see the impact of your contributions on a daily basis" if the company is small, or "the opportunity to lend your own expertise to developing operational initiatives and procedures" if this is a visionary or new role at the company
- Comprehensive benefit package including Paid Time Off during the first year, 401(k) plan with a company match, Medical, Dental, Prescription, and Vision Coverage, Tuition Reimbursement, and Life Insurance
- Comprehensive benefit package including Paid Time Off (time off accruals begin 1st day of employment), 401(k) plan with a company match, Medical, Dental, Prescription, and Vision Coverage, Tuition Reimbursement, Life Insurance, and Flexible Spending Accounts to highlight a few of the offerings
- Comprehensive benefit package including Paid Time Off during the first year, 401(k) plan with a company match, Medical, Dental, Prescription, and Vision Coverage, Tuition Reimbursement, Life Insurance, and Flexible Spending Accounts to highlight a few of the offerings
- A competitive salary of \$33,925 to \$35,000/year, depending on experience, plus commission and opportunity to double commission
- Automotive Sales Experience is a plus

Automotive Service Advisor Responsibilities

Gary LaRosa



Automotive Service Advisor Responsibilities:

Service Advising and Management Gary LaRosa,2019-01-17 In Service Advising and Management students gain the communication customer service and automotive knowledge they need to balance competing demands from customers technicians and shop management to become successful service advisors Fundamentals of Automotive Technology CDX Automotive,2013 Fundamentals of Automotive Technology Principles and Practice covers crucial material for career and technical education secondary post secondary and community college students and provides both rationales and step by step instructions for virtually every non diagnosis NATEF task Each section provides a comprehensive overview of a key topic area with real life problem scenarios that encourage students to develop connections between different skill and knowledge components Customer service safety and math science and literary principles are demonstrated throughout the text to build student skill levels Chapters are linked via cross reference tools that support skill retention critical thinking and problem solving Students are regularly reminded that people skills are as important as technical skills in customer service fields

Decisions and Orders of the National Labor Relations Board United States. National Labor Relations Board,1998-10-20

Motor Industry Magazine ,2006 Service Advising and Management Gary LaRosa,2019-01-17 In Service Advising and Management students gain the communication customer service and automotive knowledge they need to balance competing demands from customers technicians and shop management to become successful service advisors *Automotive News* ,2007 **General Motors Public Interest Report** ,1982 *Training in the Motor Vehicle Repair and Sales Sector in Germany* Rainer Lichte,European Centre for the Development of Vocational Training,1994 Training in the motor vehicle repair and sales sector in Germany was examined in a study that included the following approaches review of the sector s structure characteristics institutional and social context employment practices trends changes in the type of work and employment training requirements and available initial and continuing vocational education and training in depth case studies of five auto repair shops and dealerships and identification of economic employment and training trends It was discovered that although the motor industry remains the most important industry in Germany s economy it will not likely experience any more growth Vehicle sales are declining however the volume of repairs is likely to increase as cars become older Higher qualifications are being demanded of repair shop employees because of new environmental safety standards and technological advances Only about 7% of the sector s employees have no relevant vocational qualification and one in every five employees is engaged in vocational training Nearly all employees in aftersales departments and repair shops participate regularly in in house continuing training and or courses provided by manufacturers importers suppliers or chambers of trades however many people in positions of responsibility within the sector still do not consider the available training activities sufficient Contains 63 tables figures and 33 references MN *Automechanics* Herbert E. Ellinger,1983

Occupational Outlook Handbook ,2008 The OOH is the most widely respected and used career reference available It

features well written interesting descriptions for nearly 270 major jobs in the U S and summary information on additional jobs For each job the book discusses the nature of the work working conditions job outlook training and education needed earnings related occupations and additional information sources including Web sites Each description takes up 3 5 pages The book is packed with photos and practical current information which makes it invaluable for anyone doing career research making career decisions writing resumes and preparing for interviews Top 300 Careers ,2008 Explore hundreds of careers assess your best career fit and land a job fast with this extensive authoritative resource In one time saving volume job seekers and students find everything they need to research careers learn about pay outlook education and skills needed for about 300 jobs match their personal skills to the jobs and take seven steps to land a good job in less time This book provides thorough current and interesting descriptions for all major jobs covering about 90 percent of the workforce A special book within a book section by career and job search author Michael Farr describes the seven steps that cut job search time in half and includes sample resumes An assessment matches your personal skills with the characteristics of the occupations described in the book **Automotive Daily News** ,1981 Big Beautiful Woman ,1989 *State Comprehensive Plan* Wisconsin Council on Criminal Justice,1969 *Automotive Executive* ,1989-07 **Technical Knowledge for Service Advisors** Gregory Marchand,2015-01-30 Service advisors have the most difficult job in the automotive service industry and that s without knowing anything about the technical aspects of an automobile Being able to understand the basics of what a technician is telling them and then being able to relay that information in simple easy to understand terms to a customer are critical to a successful sale This book describes basic vehicle systems common problems and frequent repairs in a manner that applies directly to the service advisor s job **Motor Industry Management** ,2002-02 **The Expert School Leader** Naftaly S. Glasman,Lynette D. Glasman,2007 In The Expert School Leader the authors detail a new approach to identifying analyzing acquiring and using specific competencies that are needed for effective and accountable school leadership The investigations reported in this book identify ways in which leaders can imp

Congressional Yellow Book ,2008 A loose leaf directory of Congress their committees and key aides **Millionaire Service Advisor** Chris Collins,2019-10-08 Service Advisors in the Automotive industry create arguably more gross profit than any other employee in the dealership and receive the least amount of training On top of that they also have the most influence on customer retention and future new car purchases The facts are according to NADA regular service customers are 17 times more likely to buy their next vehicle from their servicing dealership And an increase in customer retention rates of just 5% improves dealership profits by 35% **Millionaire Service Advisor** is a roadmap on how to do just that focused on the caring and collecting of customers Includes an 11 step process on how to implement our Circle of Trust System

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