

**Title:** Service Advisor

**Reports to:** General Manager & Owner

**Job Purpose:**

The Service Advisor is responsible for engaging and following-up with clients regarding the service requirements of their vehicle(s), scheduling service work in the Service Department and selling additional service and products in keeping with vehicle and customer requirements.

**Organizational Culture and Expectations:**

As Service Advisor, you are the front-line customer relations and service representative responsible for the skilful interpretation and analysis of customer communicated information regarding vehicle problems, issues and functions.

At Motor Werke, every employee is expected to commit to our high standards of service, become dedicated to our clients, adhere to safety rules and procedures, and consistently strive to discover their maximum potential as an integral and important member of our team. Our commitment to working as a team requires employees to be willing to cross train and periodically function in other areas including parts, sales, marketing and public relations.

**Key Responsibilities:**

- Be the front line in customer relations; welcome clients in a prompt, courteous, and professional manner; communicate with clients to determine the nature of their vehicle's needs.
  - Obtain client background and contact information as well as vehicle data.
  - Propose and execute solutions using the most efficient and effective methods that represent the best value for the client. Remembering that value is represented in customer service, at Motor Werke washing clients' vehicles, providing shuttles, providing rental vehicles, or offering airport pick-ups are examples of our level of customer service. Value is not about the cheapest price for our clients.
  - Follow process documents and checklists to keep a well-organized and consistent environment; create repair orders, technician documentation and all other forms and checklists to maintain accurate records for our clients.
  - Provide cost estimating and approximate time frame when vehicle's work will be completed; secure approval from clients before repairs.
  - Track progress of each repair order during the day, contact clients regarding changes to the estimate or time promised.
  - Review and respond promptly to emails, voice messages, and calls keeping accurate records in order to follow-up with clients in a timely manner. Communicate effectively with team members, vendors and other stakeholders in order to understand and satisfy the client's needs.
  - Follow up with clients re: repairs, outstanding estimates, scheduled repairs.
  - Actively participate in continuing education and training in the latest technologies, including shop management software, factory software, and service advisor courses specific to the function. Utilize and share the training to improve procedures at Motor Werke.
  - Maintain a genuine and detailed understanding of all diagnosis and repairs being performed on clients' vehicles; this includes training with technicians in the workshop and learning how vehicle systems operate and why components fail.
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- Maintain a clean, organized and safe work environment for yourself and others at all times.

## POSITION DESCRIPTION

### Service Advisor

- Follow Motor Werke policies, guidelines and procedures, upholding safety requirements at all times.
- Show pride of workmanship.
- Contribute to the development of policies and procedures for continued improvement; assist the team in working toward our goals.
- Review points of culture as well as vision and mission statements to align individual performance with these key components which will provide a healthy working environment and sustainable growth for the Motor Werke team.
- Maintain personal deportment, grooming, hygiene and uniform standards as set forth in the Employee Handbook.

#### Key Contacts:

- Customers and members of the general public
- General Manager
- Parts Manager
- Service Technicians and Apprentices
- External Service Providers

#### Experience and Related Skills:

- Previous automotive industry experience, including BMW, Porsche, Mercedes Benz, Audi and/or similar European brands, is desirable *but not mandatory*
- Demonstrate knowledge and use of high-end customer service skills
- Two years' experience in a retail or sales oriented position
- Strong verbal and written communication skills
- Positive attitude, integrity, energy and passion
- Highly efficient and developed computer skills
- 40 WPM typing

#### Required Education and Certifications:

- Grade 12 graduation or equivalent is mandatory
- Degree or Diploma from a recognized educational source in related field is desirable
- Completion of appropriate Automotive or similar Service Advisor Training Program(s) is desirable
- Certification(s) in Continued Education is desirable
- Valid BC Driver's License and acceptable driver's abstract is mandatory