

**Company:** Planet Hyundai

**Job Title:** Service Advisor

**Reports to:** Service Manager/Parts and Service director

**Job Type:** (Fulltime) (exempt)

**PURPOSE:**

The Service Advisor is responsible for service sales and gross profit; for greeting customers upon arrival and gathering customer information necessary to make appropriate vehicle repairs; following up with technicians and ensure customer satisfaction with the work performed and “sell” any additional repair/maintenance work needed on the vehicle. By his or her actions, the Service Advisor influences the volume of service business, repeat customer business and plays a key role in ensuring customer satisfaction.

**ESSENTIAL DUTIES:**

* Greet each customer in a prompt, courteous and professional manner
* Complete a comprehensive Multi Point Walk Around inspection at the time the customers arrive
* Strive for complete customer satisfaction with every customer contact
* Listen to and interpret customers’ needs accurately
* Explain warranty information and policies to customers
* Learn and retain customers’ names and contact information
* Review estimated costs and completion time with customers prior to initiating repair work
* Complete payment transactions with customers
* Advise customer of additional recommended service work, estimated cost and repair time-line
* Use prescribed service aids to increase customer satisfaction and service sales
* Advise customers on the proper care of their vehicle per manufacture’s specifications
* Respond to telephone inquiries regarding work in process and service appointments
* Return phone messages promptly
* Maintain Sure Critic score of 4.8% or better
* Actively promote service sales
* Seek opportunities to foster professional customer relationships and suggest new or used vehicle sales
* Complete repair order forms
* Input all repair orders in accordance with dealership and Hyundai of America policies
* Ensure all repair orders include a clear, legible description of the vehicle’s primary repair needs
* Identify repair orders that require special handling (rush, customer waiting, special problem, etc.)
* Ensure all repair orders are accounted for daily
* Take road test drives with customers as necessary to assist in determining repair needs as appropriate (e.g. unusual noises, shutters, etc.)
* Ensure all vehicles are road tested by the repairing technician prior to return to customer
* Confirm repair and maintenance work is completed as requested in accordance with the quality standards of Planet Hyundai and the Hyundai Motors America
* Keep appropriate management personnel appraised of problems and potential problems involving repairs, customers and equipment
* Maintain necessary product knowledge, including mechanical operation information, of entire product line
* Perform a complete and accurate Active Delivery at the end of each transaction
* Inform the customer of the survey they may receive and explain the survey to the customer
* Read all technical bulletins issued by manufacturer; disseminate information as necessary
* Attend appropriate seminars and training sessions
* Maintain current working knowledge of technical and performance information for all vehicles serviced by the dealership
* Demonstrate professional personal behavior in a manner that brings credit to the dealership
* Dress in accordance with dealership policy
* Build positive relationships with customers and fellow employees
* Build a positive dealership and product image
* Keep work area neat and clean

**OTHER DUTIES:**

* Follow-up with customers on satisfaction of repairs, estimated cost and delivery time
* Track general location of customer vehicle at all times
* Follow-up on repairs completed by dealership as assigned
* Ensure all vehicles are returned to owners in clean and acceptable condition

**QUALIFACTIONS:**

* High School Diploma or the equivalent
* Previous Service Advisor experience preferred
* Valid driver’s license and a good driving record as per the Company’s current insurance carriers guidelines
* Sales experience preferred
* General knowledge of vehicle mechanical operations
* Ability to read and comprehend instructions and information
* Professional personal appearance
* Excellent oral and written communication skills

**OTHER QUALIFACATIONS:**

* Ability to operate calculator and computer
* Ability to type and use computer keyboard
* Ability to learn new computer software programs in accordance with job performance requirements

**ADDITIONAL TRAINING REQUIREMENTS:**

* Must complete all Manufacturers’ required courses
* Must attend all Company required courses

Acknowledgement of receipt: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Printed Name Signature

Date \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_