JOB DESCRIPTION

| **TITLE** | PARTS AND SERVICE ADVISOR |
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| **Reports To**  | [Insert Title] |

**Job Purpose**

The **Parts and Service Advisor** serves as the point of contact between customers and service technicians. In particular, the Parts and Service Advisor communicates with customers to determine their vehicle problems and the repair timeline, and provides accurate repair descriptions about the customers' concerns to the technicians.

This position also is critical to [Organization Name] to level up customer satisfaction and make the customers feel that they are cared for.

The Parts and Service Advisor has excellent customer skills on top of their outstanding interpersonal and communication skills. They are also well-versed in automotive technology and the automotive industry.

**Duties and Responsibilities**

Overall responsibilities include but not limited to:

* Greeting customers in a timely and friendly manner while obtaining vehicle information.
* As needed, performing test drives with the customer to confirm the problem or refer to a test technician.
* Checking service history, inspecting vehicles, and making additional service recommendations.
* Providing customers with advice on car care and the importance of maintaining their vehicles in accordance with manufacturer specifications.
* Giving customers a detailed and accurate written cost estimate for labour and parts.
* Providing customers with estimated time for the repair and, if necessary, consulting with the dispatcher.
* Obtaining the customer's signature on the repair order and giving the customer a copy.
* Checking the customer's payment method. If necessary, obtain credit approval.
* Working with service technicians to order parts and ensure that they are available when needed.
* Monitoring the progress of the repair throughout the day.
* Informing customers about any changes in the estimate or promised time.
* Explaining thoroughly the cost and time requirements, and obtaining proper authorization before performing any additional repairs.
* Establishing and managing a service marketing program.
* Examining repair orders to ensure that work has been completed and that any additional work and authorization has been noted.
* As needed, closing the repair order.
* Ensuring that vehicles are parked in designated areas; locked and that all keys are properly marked and stored.
* Maintaining service department forms, menus, and pricing guides.
* Implementing a quality control process to avoid back jobs.
* Performing a variety of job-related duties as assigned.

**Qualifications**

* Working knowledge of automotive products, repairs, and parts
* Secondary education in the automotive industry or comparable work experience
* Basic computer program knowledge, including word processing and database tools
* Continuing education and knowledge acquisition about how newer vehicles work and how to repair them
* Basic math skills to prepare and process bills and customer payments

**Core Competencies**

* Conscientiousness and attention to detail
* Ability to communicate complex automotive processes to customers with limited automotive knowledge
* Excellent customer service skills
* Excellent organizational, decision-making, and problem-solving abilities.
* Ability to communicate with mechanics, customers, and management

**Working Conditions**

* Working hours are generally from <insert time> to <insert time>
* Overtime may be required.
* Extended periods of standing
* Some tasks require lifting of heavy objects up to 50 lbs