

JOB DESCRIPTION

JOB TITLE: Service Writer/Advisor

REPORTS TO: Service Manager

HOURS OF WORK: 7:30 a.m. to 7:00 p.m. Monday
7:30 a.m. to 6:00 p.m. Tuesday – Friday
12:00 p.m. to 1:00 p.m. Lunch
One early day per week (2:00 p.m.)

BASIC JOB SUMMARY: The Service Writer is the dealership's first-line customer relations and service/sales representative. The job encompasses the proper satisfaction of customer and vehicle-related problems, meeting predetermined service sales objectives, and the thorough and accurate performance of designated administrative activities.

SPECIFIC RESPONSIBILITIES: Customer Relations

1. Maintain a high level of grooming, hygiene and uniform appearance.
2. Conduct all business with sincerity, honesty and genuine concern for customers.
3. Promptly meet and greet service customers in a friendly and courteous manner.
4. Listen to customer's reason(s) for bringing their vehicle to the Service Department.
5. Offer logical diagnostic services or repairs to satisfy customer's concern.
6. Provide accurate estimates for all the services or repairs recommended.
7. Handle minor customer complaints and/or misunderstanding with courtesy, tact and in a manner that does not further aggravate problems.
8. Make policy adjustments within the guidelines and budgets established by management.
9. Personally turn over to the Service Manager, or other designated management representatives customers with complaints that cannot be satisfied at the Service Writer level.
10. Answer incoming telephone calls promptly, courteously, and make every effort to satisfy the caller's inquiry.

SPECIFIC RESPONSIBILITIES: Service Sales

1. See the proper repairs and/or service according to customer's perceived needs.
2. Present a service menu of recommended maintenance services to every customers.
3. Make a genuine effort to sell the maintenance services due on every service customer's vehicle according to needs.
4. Obtain accurate parts and labor prices for all customer-pay and internal operations using the appropriate parts price sources and labor pricing guide.

5. Give every customer an accurate estimate at the same time the repair order is initially written.
6. Obtain the customer's written approval on all repair orders at the time of the write-up or when closing additional add-on sales.
7. Obtain properly documented telephone approval for all add-on sales when customers are not at the dealership.
8. Meet or exceed sales objectives set by management.

SPECIFIC RESPONSIBILITIES: Administration

1. Properly, thoroughly and legibly write repair orders for the categories of work designated by management.
2. Separate and distribute repair order copies according to department policy.
3. Maintain a Service Scheduling Form (route sheet) on a thorough, accurate and continuous basis.
4. Properly document repair order changes
5. Carefully inspect every finished repair order for proper completion, pricing accuracy and legibility.
6. Document flat-rate time or other required timekeeping according to the Service Department and/or manufacturer's procedures.
7. Maintain a record of carryover vehicles. Inform customer of carryover.
8. Maintain a record of special-order parts status.
9. Perform other specific administrative functions as directed by service management.

SPECIFIC RESPONSIBILITIES: Communication

1. Provide additional vehicle problem/complaint information to the technical staff as needed.
2. Maintain communications with technical staff regarding job status changes.
3. remain continuously appraised of the shop's work load to determine the kind of work the shop can quickly accommodate.
4. Inform the Sales Manager of potential new-vehicle sales customer.
5. Schedule service appointments.
6. Report to management any situation or condition that jeopardizes the safety, welfare or integrity of the dealership, its employees or customers
7. The duties, requirements and performance specifications outlined in this job description are subject to change without notice.

Service Manager

Date

Service Writer/Advisor

Date