Service Advisor- Job Description

* Ascertains automotive problems and services by listening to customer's description of symptoms; clarifying description of problems; conducting inspections; taking test drives; checking vehicle maintenance records; examining service schedules.
* Processes Warranty claims and reports, verifies warranty and service contract coverage by examining records and papers; explaining provisions and exclusions.
* Develops estimates by costing materials, supplies, and labor; calculating customer's payment, including deductibles.
* Prepares repair orders (RO) by describing symptoms, problems, and causes discovered, as well as repairs and services required; obtaining approval signatures; entering RO into service database system.
* Maintains customer rapport by explaining estimates and expected return of vehicle; obtaining customer's approval of estimates; obtaining and providing contact telephone numbers; answering questions and concerns; arranging towing and temporary transportation.
* Maintains automotive records by recording problems and corrective actions planned.
* Updates job knowledge by participating in training and other educational opportunities; reading manufacturers' publications.
* Enhances organization reputation by accepting ownership for accomplishing new and different requests.
* Manages and oversees service center’s workflow and scheduling.
* Prepare schedule for Pre-Delivery Service of new vehicles for release to Customers
* Maintain the orderliness of all vehicle and customer files
* Answer phone in customer queries and concerns.
* Must be flexible to perform other duties and functions as needed.