

Service Advisor

The main skill sets of the Service Advisor are the ability to communicate well, multi-task and sell additional needed services.

The job may include:

- Scheduling service work appropriately.
- Keeping track of job status/progress.
- Communicating proactively with customers.
- Returning phone calls and e-mails promptly.
- Dispatching tickets to appropriate techs.
- Creating and updating work orders with proper documentation.
- Performing walkarounds with service customers.
- Suggesting additional service and parts.
- Explaining work to the customers.
- Ensuring the parts are available for the jobs prior to dispatch.
- Ensuring the work is approved.
- Tracking open work orders on a tangible system (route sheet, board, etc.)
- Setting call-back times with customers.
- Follow up with techs on progress.
- Follow up with customers on progress.
- Communication with Sales.
- Knowledge of available hours in shop.
- Pre-selling additional work proactively.
- Performing work order audits to quality check all lines addressed, pricing accurate, parts and sublets billed, etc.
- 'Pre-deliver' closed work orders over the phone and answer all questions.
- Add needed future work to a 'rainy day list' so we have a resource during the slow season and can target marketing.
- Follow up with customers on future work.
- Developing loyalty through FFV (Fixed First Visit).
- Create loyalty out of conflicts.
- Always act in a courteous and professional manner.