

SERVICE ADVISOR

JOB DESCRIPTION

The goal of this position is to assist customers with their truck service needs. Building loyalty and trust and creating an overall positive experience for the customer is a must. Providing excellent customer satisfaction and retention is the goal.

PRIMARY RESPONSIBILITIES:

- Schedules service appointments, reviews recall and PM reports.
- Greets customers in a timely, friendly manner and obtains vehicle information.
- Writes up customer's vehicle problems accurately and clearly on repair order.
- Refers to service and warranty history, inspects vehicle, and recommends additional needed service.
- Provides a complete and accurate written cost estimate for labor and parts.
- Checks on progress of repair throughout the day. Contacts customers regarding any changes in the estimate or promised time, explains cost and time requirements in detail, and gets proper authorization before any additional repairs are performed.
- Works closely with shop foreman and service manager.
- Maintains high customer satisfaction standards.

JOB REQUIREMENTS

- Outstanding communication skills
- Professional appearance and work ethic
- Great attitude with a high-energy personality
- Superior customer service skills
- Excellent managerial skills
- At least two years of automotive/truck service experience **REQUIRED** with a strong CSI history
- Computer skills required.

BENEFITS:

- Heated bay floors (most locations)
- Competitive salary – Based on experience
- Medical w/vision and RX
- Dental
- Life/AD&D (base and supplemental)
- 401k Retirement Savings Plan
- Paid Holidays and Vacation
- Manufacturer's Training
- Voluntary Benefits (STD/LTD/Accident, etc..)

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