

AUTOMOTIVE SERVICE CONSULTANT - JOB DESCRIPTION

FUNCTIONS:

- Customer Relations
- Sales & Marketing Ability
- Interdepartmental Relations
- Collecting Diagnostic Information
- Value Auditing
- Process Service Information
- Appointment Scheduling

SKILLSETS:

- Adaptability
- Strategic Analysis
- Continuous Improvement
- Customer Enthusiasm
- Sound Judgement
- Organizing and Planning
- Collaborate with Team Members
- Knowledge of Product

PERSONALITY ATTRIBUTES:

- Patience
- Attentiveness
- Cognitive Empathy
- Clear Communication Skills
- Ability to Use "Positive Language"
- Ability to "Read" Customers
- A Calming Presence
- Persuasion Skills
- "WOW" Customer Service

REPORTS TO:

- Fixed Operations Manager
- Service Manager
- Our Customers

BUSINESS SKILLS REQUIRED:

- Ability to greet customers with courtesy and efficiency.
- Knowledge of appropriate telephone, texting and email etiquette.
- Ability to encourage additional vehicle service/maintenance and problem prevention recommendation sales to customers.
- Knowledge of automotive systems and ability to explain systems and repairs to customers of varying levels of technical understanding.
- Ability to influence, negotiate and resolve concerns effectively.
- Properly document customer concerns on customer service orders.
- Knowledge of warranty and service/insurance policies.
- Ability to readily work with numbers, mathematics, high-dollar amounts.
- Ability to estimate time of service or repair job for purposes of efficient scheduling.
- Highly organized, detail oriented, and able to thrive in a fast paced, changing environment.

CUSTOMER SERVICE ORIENTATION:

- Believes that the customer is the most important thing.
- Devotes maximum attention and effort to providing the highest levels of customer service.
- Feels a personal sense of achievement when customers are delighted.
- Understands and anticipates customer needs and works tirelessly to meet them.
- Willing to go above and beyond the call of duty to help customers and resolve their problems.
- Thrives on ensuring that the customer experience is the best it can be.
- Sees customer complaints firstly as opportunities to create customer satisfaction.
- Driven to make sure every customer feels valued.

POSITION SUMMARY:

- As our Service Consultant you are responsible for establishing rapport and trust with customers.
- Complete a detailed vehicle walk-around with the customer.
- Review open champagnes or recalls in dealer portal.
- Review customers history and prior declined work.
- Illustrate to customers the purpose of a "Vehicle Inspection Sheet" and inform them we will be in contact again with a status report shortly after our technician has reviewed their vehicle.
- Documents vehicle problems by listening to customers describe them and by asking probing questions.
- Discuss how a 100% Satisfied CSI is important to us and to contact us should they feel otherwise.
- Suggest you would also appreciate a glowing Google review.
- Road-test customers vehicle to confirm problems as stated by customer when required.
- Perform a quality check or road-test again after service to ensure repairs have been completed.
- Clearly communicate the cost of each repair required (labor and parts combined).

- Establishing method of payment for repairs (customer pay, warranty, fleet, finance, etc.) with customers.
- Contact fleet or insurance company for repair authorization and again for repair finalization (if applicable).
- Properly documenting customer declined repairs, additionally review any past declines for discussion with customer on current visit.
- Educate customers with values and benefits of proper vehicle maintenance; i.e. reducing carbon footprint, improve fuel economy and extending the life of their vehicle.
- Recommends additional maintenance and repair services to customers when appropriate.
- Obtain customers authorization on each repair suggested prior to start of each job.
- Arrange a rental car or shuttle ride where applicable
- Maintains extensive contact with customers throughout the day, keeping customers informed with the status of their vehicle repair (i.e. 10:00, 2:00 & 4:00 updates).
- Constantly communicates with Technicians to obtain information on required vehicle repairs.
- Monitor their customers vehicle throughout the day ensuring repairs will be completed on or before the promised time.
- At end of vehicle repair and prior to contacting your customer you must:
 - check vehicle status ensuring all repairs have been completed
 - check the location of vehicle
 - check the location of vehicle keys
 - have vehicle washed (if applicable)
 - physically review the vehicle one last time
 - call the customer and or arrange to have the shuttle pick up the customer
- Greet the customer when they arrive to pick up their vehicle.
- Review the invoice with them; discuss any information or additional findings relevant to this service appointment.
- Book their next service appointment.
- Briefly reference the CSI and Google review one last time.

WHAT THE WORKER IS LIKE?

The Service Consultant:

- Is a decisive person who is genuinely customer-oriented and has the ability to readily establish rapport and trust with customers as well as a strong interest in exceeding customers' expectations.
- Must be capable of handling dissatisfied customers and customers who are unsure of repairs and costs of service.
- Must have strong organizational skills and the ability to schedule jobs and technicians under time pressures.
- Must work congenially with other team members, with Technicians, and with those in other departments within the dealership.
- Should be capable of working independently, managing his or her time and work flow.

WHAT THE WORK IS LIKE?

The work of the Service Consultant:

- Responsible with the task of satisfying customers needs by ensuring repairs are completed within an expected length of time and at an expected cost.
- Involves patiently listening to customers describe vehicle problems, determining the appropriate work involved in the repairs. Accurately recording problems and authorized repairs on work orders clearly in order for technician to understand the jobs requested.
- Requires accuracy, attention to detail, and clear communication with other team members and departments in the dealership.
- Requires the continuous updating of technical knowledge by reading service bulletins and consulting with technicians.
- Ability to work a flexible schedule, including weekends and evenings.
- Requires a genuine concern about customer enthusiasm, as evidenced by consistent follow-through with customers.

The information contained herein is not intended to be an all-inclusive list of the duties and responsibilities of the job, nor are they intended to be an all-inclusive list of the skills and abilities required to do the job. You may be called upon to attend Workplace Health & Safety meetings, WHMIS training or other pertinent organizational training/certification when required.

Management may, at its discretion, assign or reassign duties and responsibilities to this job at any time.

By signing this form, you confirm that you have discussed this job description in detail with your employer.

Dealership Name:	
Employee Name:	Date:
Employee Signature:	
Manager Name:	
Manager Signature:	Date: