



Job Description: Service Advisor

We're looking for our next best Service Advisor!

Service Advisors schedule service work, manage shop workflow, communicate any additional services needed, and handle the administrative and customer relations aspects of our operations. The Service Advisor listens intently to the customer and interprets and relays relevant information to the technician so that they are able to correctly diagnose the vehicle. The Service Advisor must then translate technician findings (which may be very complex) into language the customer understands, while also explaining the benefits of the repair. An honest Service Advisor, acting in the customer's best interest, can sell most things with ease.

What YOU can bring to our team:

The ideal candidate has an upbeat, positive personality and is passionate about taking care of people. You must be able to communicate clearly and effectively with customers and technicians as well as be able to sell recommended services. You must be able to work well under pressure and resolve customer complaints in a professional, expedient manner.

Ideal qualities include:

- 2+ years of sales and automotive experience
- Able to work effectively in a fast paced and sometimes demanding environment
- Flexible and willing to step in to help with whatever needs to be done
- Ready and willing to collaborate with a close-knit team and serve our customers to the best of your ability

- Excellent communication and telephone skills
- Well organized
- Autonomous and accountable
- Committed to self-improvement
- Computer literate and fast learner
- Naturally happy
- Have integrity and are consistent and reliable
- Enjoys interacting with people and shows empathy
- Enjoys responsibility and authority
- Curious
- Able to juggle multiple tasks throughout the day
- Have utmost respect for fellow employees, customers and vendors
- Able to become familiar with techs' capabilities, personality, skill level and speed
- Are interested and understands repair procedures (not necessarily a skilled technician)
- Enjoys details such as tracking and calculating office efficiency
- Able to learn and understand shop and supplier warranty and pricing policies and procedures
- Competitive by nature
- Familiar with outside sources for parts and sublet services
- Have good business sense

Why join us?

We are a reputable, professional, family-owned independent repair shop that has been serving the Fort Collins community for 25 years. We were awarded the 2017 BBB Torch Awards for Ethics and 2015 Small Business of the Year by the Fort Collins Area Chamber of Commerce in which there were over 40 nominees. We attribute this success to our talented and committed crew. We've got a strong customer base, lots of vehicles that need care and we continue to grow year after year.

- As a AAA Approved Auto Repair Shop and NAPA AutoCare Center, we adhere to the highest professional standards in the industry
- We are committed to providing an honest, exceptional and engaging auto repair experience to the community
- A steady supply of repair and maintenance work--we've been in business 25 years at the same location!
- Opportunities for advancement and growth including paid training
- A supportive team

- Positive, upbeat work environment
- Integrity woven into everything we do
- Friendly and knowledgeable co-workers
- Access to the best equipment, resources and training
- Top wages including a guaranteed salary plus generous commissions
- Paid vacations and holidays
- Weekends off
- Health insurance and a matched retirement plan
- High earning potential
- Computer terminals, modern equipment, and subscriptions to professional repair databases and labor guides
- Paid uniforms
- Clean and organized working environment with efficient systems
- Management who listens and deeply cares about YOU

Learn more about us at www.communityautoinc.com

Respond to this ad or apply here: <https://www.communityautoinc.com/employment>

Thank you for considering us! We are looking forward to hearing from you!