

Service Consultant/Advisor (Plymouth)

Dick Scott Chrysler Dodge Jeep Ram is currently seeking an experienced Service Consultant. Candidates must possess strong communication skills and a minimum of 2 year previous automotive service consultant experience. Reynolds & Reynolds experience is a plus.

A Service Advisor (Service Consultant) works with customers to schedule service work and communicate any additional service needed. Service Advisors also handle the administrative and customer concerns and comments for the technician, so that the technician will diagnose problems correctly. The advisor then translates the technician's findings, which may be complex, into language the customer will understand.

As with all positions within dealerships, Service Advisors are expected to uphold the highest ethical standards.

Job Duties – Service Advisor/Consultant:

- Greeting customers, scheduling service appointments and receiving vehicle information
- Listening to requests of the service desired and clearly explaining information on the repair order.
- Referring the technician to the customer and/or test-driving the vehicle to confirm source(s) of service repairs.
- Estimating the cost and time needed to do the repair, taking into account the customer's schedule.
- Handling customer complaints and maintaining high customer satisfaction standards.
- Periodically checking on the progress of the vehicle during servicing and contacting the customer when technicians discover additional problems; getting customer approval to do additional work and explaining the work performed and the charges being billed.

Dick Scott Automotive Group offers the following benefits:

- 401(k)
- Health Insurance
- Dental Insurance
- Long & Short Term Disability
- Paid Vacations
- Paid Holidays
- Employee Discount Program
- And MORE

REQUIREMENTS:

- High School Diploma or equivalent
- Must have proven track record of exceptional Customer Satisfaction
- Above average entry level
- Minimum 2 year experience in an Advisor position
- Ability to read & comprehend instructions and information
- Strong Communication Skills to deal with customers, employees and vendors
- Reynolds & Reynolds experience is a plus
- Personal & Professional Integrity
- All applicants must be authorized to work in the USA
- All applicants must have the ability to pass pre-employment testing to include background checks, MVR, drug test, and valid driver's license

Qualified and experienced candidates should forward their resumes via email to Apply@DickScott.com.