

# SERVICE CONSULTANT

## NATURE OF WORK:

Under limited supervision, the Service Consultant (SC) provides estimated cost analysis of automotive repairs and routine maintenance. Through effective communication with customers, the SC determines the services necessary, predicts the time needed for completion and stays in constant communication with the customer during the repair process. The SC determines services needed by accessing information obtained by technicians and referencing auto manufacture's service intervals.

## TYPICAL DUTIES:

- Ability to effectively communicate with customers regarding services recommended and performed
- Address one customer at a time
- Prepares service estimates, sells routine maintenance / repair services and conducts follow-ups regarding unsold services and customer inquiries
- Performs opening and closing responsibilities
- Schedules appointments, answers phones and collects funds for services performed
- Implement best practices
- Assists with the coordination of alternate transportation, rental car reservations, shuttle etc.
- Performs other duties as requested

## KNOWLEDGE, SKILLS AND ABILITIES:

- Some general automotive knowledge
- Demonstrates an extreme attention to detail
- Results driven and customer service focused
- Reads, analyzes and interprets general business reports
- Ability to translate the required services needed performed in an educational manner to the customer
- Ability to write, type, present and respond to customers and staff members in a professional manner
- Ability to compute basic math equation
- 

## EDUCATION/EXPERIENCE:

- High school diploma or general education degree (GED); or one to three months related experience and/or training; or equivalent combination of education and experience
- Candidates must have a valid driving license and clean driving record
- Experience with Shop Management software preferred

## COMPETENCIES: To perform the job successfully, an individual should demonstrate the following core competencies:

- **Service Excellence** – Always provide the best service to each and every customer
- **Integrity** – Act with honesty and integrity without compromising the truth
- **Teamwork** – Support each other's efforts, remain loyal to one another, and care for each other both personally and professionally
- **Safety** – Ensure the safety of customers and employees by following all standard operating procedures put forth by Highline Car Care
- **Commitment** – Stay committed to great products, services and other initiatives that encompass the Highline culture
- **Efficiency** – Be efficient and effective in providing the best solutions & service to our customers with every visit and/or phone call
- **Accountability** – Take responsibility for your actions that influence the lives of our customers and fellow workers
- **Profit for All** – A business needs to turn a profit in order to keep the company alive and healthy. Every employee needs to generate an income that allows them to meet their personal goals and objectives. By delivering each of these competencies at the highest level, this drives the financial results for everyone in the organization