



Job Description

Issue Date : 08/02/2016
Revision # : 0
Last Revised : 10/18/2016

Job Title: Service Administrator Full Time Non-Exempt Position

Prepared By	Date	Departmental Review	Date	Management Review	Date
Service Systems Manager	08/02/2016	General Manager	10/18/2016	Human Resources Director	10/18/2016

Reports To: Regional Service and Warranty Manager

Supervisory Status: No

Description:

This position is the first person the customer talks to in the service department, it is essential that helpful and knowledgeable demeanor is demonstrated. Must be aware of service department policies and procedures, along with the correct procedure to open and close retail work orders.

Duties:

- Assist with reviewing and processing Internal work orders
- Review work orders daily for technician flag time inconsistencies
- Review daily Service Production Report and update schedule accordingly
- Communicates with the driver/customer on service requirements of vehicle.
- Fills out the work list, repair order and all applicable factory warranty paperwork.
- Writes up retail work orders using Board of Consumer Affairs, "Write It Right" guidelines.
- Keeps track of the status of vehicles on the priority board.
- Communicates the status of the vehicle with the customer and salesperson.
- Communicates the cost associated with the repairs with the customer and salesperson.
- Keeps promise dates and shop schedule dates current in each work order
- Keeps track of vehicles that are off property.
- Communicates with service department management on status, quotes, and pricing.
- Must maintain positive relationship with vendors, customers, and employees. This includes positive demeanor, and can do attitude.
- Coordinate with sales, parts, and warranty departments as required.
- Communicate with accounting and shop management with respect to customer payment for services.
- Other duties as assigned.

Education/Experience:

- High School Diploma or equivalent and two years general office experience
- Willingness and ability to work as a team player
- Strong verbal and written communication skills
- General knowledge of office practices and procedures
- Self-starter, highly motivated and exhibits great initiative
- Excellent Computer skills (Word, Excel)
- Good typing skills

Physical Requirements:

- Work will be performed both in an office environment as well as an outside area
- May be required to do frequent kneeling, stooping, squatting, crawling and climbing to perform multiple tasks of position
- Must have good manual dexterity

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