



## **Automotive Service Advisor / Writer – Alpharetta**

- Alpharetta, GA, USA
- Full-time

### **Company Description**

**America's Service Station, Alpharetta**

**Our mission is simple – We Fix Everything!**

America's Service Station was built on the basic principle that honesty and integrity should be the driving force behind the business. Our facilities are clean and modern in a very upbeat albeit efficient work environment.

### **Job Description**

**Job Title: Automotive Service Advisor / Writer**

**Location: 4025 Old Milton Parkway, Alpharetta, GA**

#### **Position Summary:**

As an Automotive Service Advisor with America's Service Station, you are the person that our customers look to when they need help with their vehicle. You are the person that our customers see every time they make an investment into their vehicle, because of these reasons you play a large role in building relationships with our customers.

Service Advisors have the responsibility of taking our customers through the entire repair process, keeping them informed of the status of their vehicle and ensuring their satisfaction before they leave our facility.

#### **Essential Duties and Responsibilities:**

- Greet every customer that enters our facility with hospitality and respect
- Present the best solution to properly repair our customer's vehicle in a way that is easy for them to understand
- Manage the store's workflow in an effective and efficient manner
- Consistently and effectively sell our services without jeopardizing honesty and integrity
- Maintain a positive attitude and team atmosphere at all times

- Communicate on the phone in a clear, professional manner
- Build long-term relationships between the store, yourself and the customer
- Direct, coordinate, and participate in performing customer service activities
- Shuttle customers as needed
- Assist other employees as needed

Service Advisors will always need to conduct themselves professionally. They need to represent America's Service Station brand standards by delivering the highest quality customer experience. All applicants should highly value honesty and integrity.

## **Qualifications**

### **Certificates, Licenses, Registrations:**

- Current driver's license
- Driving record acceptable to our current insurance carrier

### **Skills and Experience:**

- Proficiency in Windows based computer software and automotive store applications
- Experience in automotive customer service and service sales
- ASE certification in service management or equivalent experience
- Experience with R.O. Writer software application
- Supervisory or management experience
- High school diploma or GED, Associates or undergraduate degree preferred

### **Physical requirements:**

The physical demands described here are representative of those that must be met by a Service Advisor to successfully perform the essential functions of this job. This list includes some physical requirements while performing the duties of this job:

- Being on your feet for the majority of the workday (standing, walking, etc.)
- Occasionally lifting and carrying objects over 50 lbs.
- Driving manual transmission vehicles
- Keeping a brisk work pace in a high-volume environment
- Using a keyboard and mouse several times daily
- Using a standard handset phone and mobile phone several times daily

## **Additional Information**

All of your information will be kept confidential according to EEO guidelines. America's Service Station is an Equal Opportunity Employer. America's Service Station locations practice "At-will" employment practices.

We offer:

- Paid vacation time
- Health, dental and vision Benefit packages
- Sign On bonus available\*
- Uniforms
- A clean and safe work environment
- All data, Identifix and research resources on site
- Many specialty tools on site
- Loaner scanners available
- Exceptional, competitive pay
- Minimum 5-day work week, no Sundays

*\*Sign-on bonus determined at the discretion of the owner.*

Apply in person, by email or call Steven Nelson at [amssalpharetta4025@gmail.com](mailto:amssalpharetta4025@gmail.com) or Phone 678-267-6980 for a tour of our facility and interview.