US work authorization (Required)

Paid time off

Discount on Service

Discount on Parts

Weekly Lunch (Wednesdays)

Self-Development Training

Medical Insurance

Dental Insurance

Vision Insurance

**Full Job Description**

ABOUT ANGELS AUTOMOTIVE

Our mission is to deliver excellent customer service by providing quality automotive service and repair through a friendly, informative, and welcoming environment. We value each of our team members and are committed to seeing each member achieve their personal, professional, and financial goals. Our core values drive our business and guide our hiring process: Safety, Integrity, Fun, and Caring.

JOB PURPOSE

Service Advisor Specialist: primary responsibilities are to increase customer satisfaction by providing exemplary customer service to promote growth, retention and loyalty among clientele. You will work with customers by phone, text, email and instant messenger to support customers in various aspects. If you want more out of life and have always wanted to be a part of something big that would change lives for the better, this is your opportunity.

PERFORMANCE OBJECTIVES

• Communicate automotive preventive maintenance and repairs needed

• Well rounded knowledge of automotive repair process • Master company knowledge, products, services delivery model

• Evaluate customers’ needs, make repair recommendations with the highest level of integrity

• Maintain contact with customers throughout the service process to ensure the delivery of information and any additional authorizations

• Process purchase and repair invoices

• Complete all mandatory daily and weekly training

• Any other duties as necessary

• Please refer to the Store Operations Manual for further information

•Receive all inbound calls to answer questions - fact find and qualify lead/ route to appropriate extension if needed.

•Assist callers by helping to identify training or events that best fit their personal and business needs.

•Enthusiastic, persistent, friendly and professional on the phone

Implement training material throughout calls

•Work with clients to ensure they are satisfied with the services provided.

•Provide excellent service to our clients and apply effective troubleshooting techniques under pressure

•Ensuring customers have a VIP experience at our office & events.

•Make appoints, Confirm appointments & follow-up clients.

•Familiarity with Social Media management, Facebook, Instagram, YouTube, able to create engagement on social media platforms

•The ability to learn and administer our products quickly and effectively resulting in being able to teach it to our clients.

•Encourage happy customers to send us their success stories, Video, message. Review Us

Share customer success stories during daily company meeting

•Check in Customer & Vehicles

•Assign work orders

•Sign and receive Parts

•Snap Certified Expert-Process Finance Applications

KEY COMPETENCIES

• Must always maintain professional demeanor and appearance

• Must have organized approach to workload with proper follow through

• Effectively communicate in English with team members, management, and customers in both verbal and written format

• Ability to read and interpret documents such as safety manuals and procedure manuals

• Ability to interpret a variety of instructions furnished in written, oral, diagram, or schedule form

• Ability to maintain positive attitude while working in a fast-paced environment

• Remarkable consultative sales ability, while providing excellent customer service

Ensure Office is clean & stocked for clients to have the VIP Experience

EDUCATION AND EXPERIENCE

• GED or High School Diploma required; BS in Business (Preferred) • Minimum (2) years of sales or service advisor experience required • ASE Certification(s); Preferred • Current State Driver’s License & Clean Driving Record required

PHYSICAL REQUIREMENTS

• Ability to spend prolonged periods of time standing, or walking

• Ability to work in enclosed environments exposed to excessive noise, automotive shop environment, and cold or heat for up to 8 hours per day

• Must be able to lift at least 25lbs periodically • Perform work with OSHA required PPE; Including COVID19 PPE

• Reasonable accommodations may be made to enable individuals with disabilities to perform the essential requirements.

BENEFITS

· Paid Holidays

· PTO Program

· Professional Training & Development Opportunities

· Bonus Opportunities

· Employee Discount

· Medical Insurance

· Dental Insurance

· Vision Insurance

COMMITMENT TO DIVERSITY

As an equal opportunity employer committed to meeting the needs of a multigenerational and multicultural workforce, Angels Automotive recognizes that a diverse staff, reflective of our community, is an integral and welcome part of a successful and ethical business. We hire local talent at all levels regardless of race, color, religion, age, national origin, gender, gender identity, sexual orientation, or disability and actively foster inclusion in all forms both within our company and across interactions with clients, candidates, and partners.

Job Type: Full-time

Pay: $18 - $24 per hour DOE

Benefits:

· Employee discount

· Paid time off

· Professional development assistance

· Referral program

Schedule:

· 8-hour shift

· Monday to Friday

· Overtime

Supplemental Pay:

· Bonus pay