



POSITION AGREEMENT:

Service Advisor Assistant/Client Care Coordinator

Responsible to: Lead Service Advisor, Director, General Manager and Owner

Overall Position Goals:

- ✓ To build and maintain positive, ethical relationships.
- ✓ To provide care for clientele in the form of informational and educational communications that reflect and represent the company culture.
- ✓ To assist with the management of the overall care and maintenance pattern for each of the client's vehicles.
- ✓ To interpret the technical inspection findings, professional and timely estimation, and client communication, to sell needed repairs and maintenance, profitably and in abundance.
- ✓ To provide professional level communications, marketing and promotion in written, digital, and verbal formats.
- ✓ To perform general clerical functions and assist with office documentation digitization and organization.
- ✓ To maintain the general look and tidiness of the lobby/client reception areas.

Duties and Responsibilities:

• Marketing and Promotion

- Front lobby and client restroom appearance
- Seasonal decorative changes
- Seek out and orchestrate community involvement opportunities
- Send weekly e-minders & postcard reminder cards
- Social media, Facebook, Google Ad Words
 - Hoot-suite to manage multiple platforms
 - Manage weekly posts – at least 3 posts per week
 - Program administration
- Web Page
 - Creative platform to keep pages fresh
 - Client “Spotlight” program management development
 - Online newsletter program management development

• Sales and Administrative

- Greet clients promptly and courteously, both in person and using proper telephone etiquette.
- Provides point of contact for clients to communicate their needs and expectations.
- Assist Lead Service Advisor as needed.
- Creation of repair orders using clear language. Properly record client concerns.
- Interface with technical staff and maintain proper communications to ensure proper handling of each vehicle and client.
- Creation of vehicle estimates for presentation to clients.
- Perform sales presentations when needed.
- Prepares repair invoices using established standards.
- Review all repairs and charges with clients on delivery.
- Obtain client signatures on every repair order.
- Perform Speed Auto Repair's delivery procedure with each client on pick up.
- Check voicemails and e-mails daily.
- Create pre-scheduled appointments for finalized visits.
- Perform QC procedures as needed to ensure the final product represents Speed Auto Repair's standards of quality.



POSITION AGREEMENT (continued):

Service Advisor Assistant/Client Care Coordinator

Responsible to: Lead Service Advisor, Director, General Manager and Owner

Leadership:

- **Supervisory Responsibilities**

The Service Advisor Assistant/Client Care Coordinator also carries out supervisory responsibilities in accordance with Speed Auto Repair's policies and applicable laws. Responsibilities include planning, assigning, and directing work and other duties that might become necessary in the absence of Management. Work to exemplify the corporate culture in all dealings with clients and staff in a professional and helpful manner. Consistently seek opportunities to improve management and communication skills. Coordinator must work well under pressure, demonstrate self-awareness, and emotional intelligence.

- **Computer Skills**

Computer skills are necessary for entering customer and vehicle information, researching parts prices, ordering parts, generating and finalizing customer repair orders, and entering inventory as well as other administrative tasks.

Minimum Levels of Acceptable Performance:

- Must be present and ready to give each client 100% attention
- Hygienically clean and neat
- Courteous language use
- Positive and helpful attitude
- Consistently seeking self-improvement and growth
- Willingness and ability to communicate in acceptable forms with Director/Owner
- Adherence to all company policies, procedures and cultures

Employee

Date

Manager/Owner

Date