**Service Adviser/Service Consultant**

**Lancaster Harley-Davidson**

**308 Beaver Valley Pike**

**Willow Street, PA, 17603**

**Major Duties and Responsibilities**

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| **1)** | **Service Department Operations** |
|  | * Assist Service department manager in maintaining a smooth running efficient service department with a high degree of customer satisfaction.
* Diagnose problems accurately, and clearly describe them on the repair order.
* Estimate costs and completion times at point of sale. Clearly communicate them to customer.
* Assign jobs to technicians based on skill level and current resource utilization.
* Review work-in-progress to ensure quality and timeliness.
* Occasionally assist technicians when they are having difficulty performing service work.
* Determine correct part numbers on repair orders and assist the parts department with picking and posting of parts before job starts.
* Perform cashier functions, as needed.
* Make estimates for internal and wreck repairs.
* Open & close all customer paid, warranty, and internal repair orders.
* Follow procedures for quick and efficient handling of warranty items, including and proper storage of these items.
* Become familiar and efficient with all phases of the computer system required for service and parts management
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| **2)** | **Customer Service** |
|  | * Provide superior customer service to both internal and external customers
* Greet customers immediately, in a courteous and friendly manner.
* Handle telephone transactions quickly, and courteously.
* Promptly notify customers of any changes, delays, or additional work needed.
* Sell additional services by pointing out service specials or additional work needed.
* Handle customer complaints reasonably, showing empathy and a positive attitude, and demonstrate our commitment to “Make Things Right”.
* Give special attention to repeat repairs to ensure the situation is corrected.
* Avoid making commitments which can not (or likely will not) be met. Set customers’ expectations to a level where they will likely be met.
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| **3)** | **Other Duties** |
|  | * As assigned
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