**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 |
| **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. |
| **3)** | **Other Duties** |
|  | * As assigned |