

## Service Advisor



### **Job Summary:**

Open Road Harley-Davidson is hiring a Service Advisor to provide prompt, dependable, high quality, consulting for Harley-Davidson vehicle service guests by using current pro-active feature/benefit processes and active delivery presentation for new and used vehicles. The position is designed to create an exceptional experience for the customer / prospect, create an ongoing and growing revenue stream, and repeat / referral business. Seeking a motivated individual to achieve key results in the Service Department Operations, Customer Service, Scheduling Appointments, and Time Management. This role is physical, and the ideal candidate needs to be able to lift 50lbs and build confidence moving 950lb motorcycles. **We value our employees and invest in their success.**

### **Core Duties & Responsibilities:**

- Provide prompt, dependable, high quality, service to internal & external customers
- Maintain productivity accepting work assignments from Service Manager
- Request parts for the job as early as possible when needs become known
- Follow up with Technicians work order status, test riding, and help where needed
- Work with urgency to notify Service Manager & Customer of additional work needed
- Keep in constant contact with customers delays throughout service process
- Follow up on job completion and maintain a quality & organized work flow
- Maintain HDU Certifications & other required training programs
- Deliver motorcycles with a high-quality attention to detail
- Complete a full walk around of the Bike with customers at drop off & pick up
- Listen intently to customers so we fix it right the first time.
- Treat all employees and customers fairly, professionally, and with respect and dignity
- Be prompt and available for flexible scheduling

### **Competitive Compensation & Benefits:**

- Excellent Compensation
- Full time hours + OT opportunities
- Medical, dental, life insurance, disability, HSA, & Competitive vacation time
- Paid Training & Development
- Employee Discount
- 401k matching plan
- Opportunity for Advancement & more

*Our company believes in developing our team to be their best. We will give you training & tools to succeed.*

*Fun! Fun! Fun! Fun environment where Motorcycle Riding counts as work!*

### **What we look for in a new team member:**

- Confident team player & likes learning
- Proven work experience in customer service
- Customer centric with Sales & Negotiating skills
- Experience problem solving
- Mechanical skills
- Preferred experience with motorcycles
- Familiar with the Harley-Davidson Brand
- Proficient verbal & written communication skills
- Organized & computer literate

### **Why consider a career opportunity at Open Road H-D?**

- Outstanding products from world famous H-D
- Exceptional clientele
- Fun, low pressure environment
- Excellent culture & Employee benefits
- Opportunities for advancement
- Business casual dress

### **Why we should consider you?**

- You have a passion for powersports
- You are self-motivated and energetic
- You like people and people like you
- You are goal oriented
- You are a team player while still being competitive



**Apply Attention Alana to: [Alana@openroadhd.com](mailto:Alana@openroadhd.com)**

**920-921-2344 | 24 S. Rolling Meadows Drive Fond du Lac, WI 54937 | [openroadhd.com](http://openroadhd.com)**

