

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 may be physically challenging, 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

Skills & Aptitude:

The Service Advisor communicates with customers to rank nationally in HDMC's CXI Chrome Wrench Program, and strives to meet or surpass house target for sales. Working close with the Service Manager with a positive attitude, technical thinking, and problem-solving skills. Incredible Connections Ever day (I.C.E.) must be practiced with sales techniques, and best practices need to be top of mind daily. The best Service Advisor has the following skill set:

- Excellent communication skills
- Expert computer skills
- Great attitude & work ethic High level sales
- Expert in customer service
- In tune with market trends
- High level of ethics & integrity
- Interpersonal skills
- Organization skills
- Goal oriented
- Curate training initiatives
- Powersports enthusiast
- Teamwork oriented
- 2 Years Service or relevant field Experience Preferred Mechanical and/or Customer Service skills

Physical Demands

- The noise level in the work environment can be loud
- Requires the use of both hands
- Move quickly and walk 50% of day
- Frequently required to bend, stoop, crouch, reach, handle tools, and lift 50 lbs
- Frequently balance & push a 950lb motorcycle

Working Conditions

- Frequently works near moving mechanical parts
- Make customer phone calls daily
- Is potentially exposed to battery acid, gasoline, chemical cleaning materials or other toxic materials commonly found in a motor vehicle service department
- Occasionally, exposed to exhaust fumes or other airborne particles



This role has competitive compensation, benefits, & comprehensive paid training.

Hours range from 40-50 hours per week.

TO APPLY: Attention to ALANA@OPENROADHD.COM

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