

Service Advisors

Job Summary:

This is a full-time on-site role for a Service Advisor at Pacific Unlimited, Inc. in Barrigada. The Service Advisor will be responsible for supervising a team of technicians and technician helpers. They will work with service managers to ensure customer satisfaction and outstanding service delivery.

Responsibilities

- Supervises a team of technicians and technician helpers.
- Meets and greets service customers, taking service calls from customers to schedule appointments.
- Identifies service needs of customer vehicle/equipment based upon historical service data.
- Determines progress of repair/service orders and informs customer accordingly & addresses customer's questions/needs promptly and professionally.
- Advises customers of estimated service and repair costs and review details of service/repair invoice with customer to gain their understanding of all services provided.
- Ensures comprehensive pre-delivery check of customer vehicle/equipment, ensuring cleanliness and that all items identified for service/repair have been carried out appropriately and on schedule.
- Ensures timely completion of Service/Work Orders and related documents.
- Reviews results of customer satisfaction surveys with service manager.
- Establishes long-term positive relationships with customers.
- Other duties as assigned.

Qualifications

- Must have prior experience in the truck/Equipment operations or repair service industry or in customer service.
- Must have technical writing skills and knowledge of Trucks, bus or heavy equipment or the ability to learn this industry.

- Must be computer literate, knowledge in Microsoft word, excel, outlook. Must be able to work in high pace environment.
- Must have problem solving skills.
- Must have good organizational skills.
- Must have a minimum of a high school diploma or GED and have a valid driver's license.
- ASE certification preferred but not a must.