

Service Advisor

Nick and B's is looking for an energetic, motivated, honest, and dependable **Service Advisor** who has knowledge of automotive and diesel repairs. If you are a self-starter and a problem solver then this is an awesome opportunity.

What you will be doing:

- Greeting customers promptly
- Obtaining customer and vehicle information
- Clearly reporting all vehicle symptoms as described by the customer
- Determining and recommending needed maintenance base on age, mileage and history of vehicle
- Prepare a complete and accurate estimate of cost for labor and parts
- Establish follow up time
- Monitor the progress of each vehicle throughout the day, and updating customers frequently
- Verifying that the final invoice reconciles with the work performed on the repair order
- Explaining all completed work and charges to customers

What you need to have:

- Strong diesel and automotive repair knowledge
- Awesome communication, customer service, and problem solving skills, including the ability to maintain composure under stress
- Excellent interpersonal skills to interact professionally with customers, vendors, and staff
- Neat, clean, and professional appearance
- Great attitude, friendly, and outgoing personality
- Strong work ethic, dependable, and ability to multi-task
- Basic computer, email, and internet skills
- Knowledge of NAPA TRACS system helpful but not required
- Ability to pass a drug test and have a valid driver license

What we offer:

- Competitive wages
- Paid Training
- Supplemental Insurance
- Retirement Plan
- Paid Holidays and Vacation